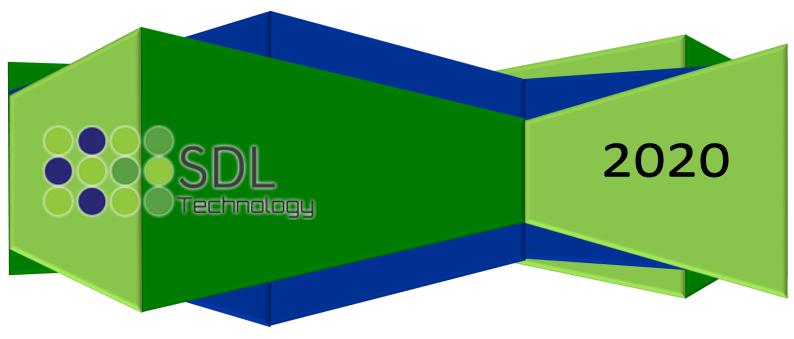


Job Description

Junior Information Technology Technician



SDL Technology Phone: (07) 3137 0665 E-Mail: info@sdltechnology.com.au Page **0** of **1**



The Junior IT Technician role focuses on using the person's experience and skills to provide high quality service to customers, while working at the front desk as shop front receptionist/storeperson.

This position is ideal for a first or second year university student with an interest in Information Technology. This job will give you the opportunity to further your skills through self-paced learning, Client Support and small client projects. This position is a good stepping stone for anyone interested in moving into Information Technology after university.

Required Knowledge

- Knowledge of Windows Desktop Environments (Windows 7 and above)
- Understanding of Windows Server Environments (Windows Server 2008 R2 and above)
- Knowledge of Microsoft Office Products
- Understanding of IT Security, Security Software, Firewalls
- Basic knowledge of Networking and Network Devices.

Roles and Responsibilities of Employees at SDL Technology

IT Technician Responsibilities

- Complete any tasks the company manager has set for the day
- Complete any tasks other team members have set for the day
- Provide Onsite and Remote Support for Clients
- Provide advice and recommendations for Technology Solutions for clients
- Making basic configuration changes on supported systems.
- Troubleshoot and analyse to find solutions to technical issues

Receptionist Responsibilities

- Greeting customers who enter the shop
- Provide support for customers in store
- Assisting customers to find the goods and products they are looking for
- Giving advice and guidance to customers
- Being responsible for processing payments
- Balancing cash register with receipts
- Receiving any phone calls, packages or letters
- Keeping the store clean and tidy
- Responsible for security within the store and being on the look-out for shoplifters

Personal Skills required for this Position

- A friendly and engaging personality
- Helpful and polite manner
- Individuals must display and perform in a confident manner
- Be comfortable working with members of the public
- Able to work as part of a team
- Complete tasks to a high standard by set deadlines
- Individuals should be of a smart appearance and articulate
- Individuals should be physically fit as they may be required on occasions to lift / move stock

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