

Job Description

Junior Information Technology Technician



2020

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