

Technical Support Officer

Position Title:	Technical Support Officer
Reporting to:	Technical Services Manager
Location:	Flaxton
Status:	Permanent

The Organisation

Blackall Range Care Group is a Not-for-Profit Aged Care provider. We are recognised as Leaders in the Community for the delivery of exceptional Aged Care and Disability Services. Working in the Community with the Community.

Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Social Centres
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

The Technical Support Officer role provides customer service and high-quality technical support to clients and Team Members through troubleshooting, assistance, resolution and feedback.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct;
- Maintains professional and technical knowledge by participating in training and development activities;
- Represents the organisation as the first point of contact via a range of communication methods;
- Contributes effectively to team effort by accomplishing related results as needed;
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Provides support to clients through the following means:
 - Troubleshooting technical issues;
 - Diagnosing and repairing software and hardware faults;
 - Resolving network issues;
 - Installing software;
 - Speaking with clients to identify the problem;
 - Providing timely and accurate feedback;

- Talking clients through a series of actions to resolve a problem;
- Following up with clients to ensure the problem is resolved;
- Undertakes technical project roles by supporting the roll-out of new technically focused programs;
- Keep appropriate records as required, including keeping own vehicle kilometre records;
- Provides support in the form of procedural documentation;
- Tests and evaluates new technologies;
- Maintains and develops excellent working relationships with clients, conducting dealings in a professional and appropriate manner;
- Demonstrates commitment to and the promotion of a culture of service excellence and continual improvement within the Tech Services team.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement;
- Contributes effectively to organisational events and activities;
- Performs other related duties as assigned by the Technical Services Manager and ensures all deadlines are met.

Key Relationships

- Technical Services Manager
- Team Members, Clients and Stakeholders

Key Selection Criteria

- Qualifications commensurate with the position is desirable;
- Prior experience in technical support or a similar role;
- Ability to meet the requirements of Criminal History screening procedures;
- Attention to detail and sound problem-solving skills;
- Excellent interpersonal skills and time management skills;
- Good written and verbal communication.