

IT Technical support and system administrator

(3 months contract with view to extend for another 12 months)

About the Role

Windlab is seeking an experienced IT Technical support to join its team. This position is based in Canberra but interacts closely with Windlab's global development and asset management teams based in Australia, Africa and North America. This position reports directly to Windlab's IT Manager and is responsible for providing 1st and 2nd level technical support for ICT service requests from all regions. The ideal candidate will have:

- A minimum of 3 years of experience in IT support and system administration tasks
- strong understanding of Windows and Linux based systems and network
- willingness to work on multiple time zones at short notice

Responsibilities

- Serve as the 1st and 2nd level of contact for employees seeking support through phone, email and in person
- Install, configure and troubleshoot ICT hardware and software at local and remote offices including servers, firewalls, desktops, laptops tablets, smartphones etc.
- Log the incident through help desk ticketing system and escalate tickets when necessary
- Perform system administration tasks including server/network health checks and log monitoring, OS/software patching, backup and recovery, user account management, change management, Technical writing & documentation etc.
- Monitor and manage various websites owned by Windlab
- Work with various vendor support contacts to resolve technical problems as they arise
- Work with IT steering committee to help plan and implement new IT projects

Skills required

You will require experience in a variety of technologies and systems including;

- Windows/Linux OS installation and troubleshooting
- Windows/Linux Network and System administration
- Virtualization using VMware/Windows/Linux
- Google Apps/Office 365/SharePoint administration
- Technical writing/documentation
- Enterprise backup solutions
- Website content management

To apply for this job please forward your application to recruitment@windlab.com.