



Taztec Computers & Communications

Owner Managers

Robert & Sonia

Nicholson

ABN 68 629 750 177

Address

22 Brittons Rd

Smithton

Tasmania, 7330

Phone

(03) 6415 4075

JOB DESCRIPTION

JOB TITLE: *IT Technician*

JOB TYPE: *Full-time could Start out part-time*

LOCATION: *22 Brittons Rd, Smithton Tasmania 7330*

SUPERVISOR/MANAGER: *Robert Nicholson*

MAIN DUTIES/RESPONSIBILITIES:

- *Technical Responsibilities*
 - *Build, Configure New PC's to specifications*
 - *Fault find & repair Computers, Laptops, peripheral devices, Networks, etc*
 - *Teach Clients how to use their devices*
 - *Perform Backups*
 - *Install & Configure Software to requirements*
 - *Install Routers, Printers & other Peripherals*
 - *Develop and maintain local networks in ways that optimize performance*
 - *Ensure security and privacy of networks and computer systems*
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 - *Remote Support Clients via Remote control software.*
 - *Visit Clients & do call outs.*
- *Administrative*
 - *Update & maintain Job Tickets*
 - *Including Details Notes & charging out completed Job's*
 - *Booking New Job's over the counter or Over the Phone.*
 - *Talk with Clients on the phone*
 - *Answer incoming calls*
 - *Call clients back who leave msg's*
 - *Quote new PC builds*
- *Be 100% confidential*
- *Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures including Covid Safe Policy*
- *Follow all Taztec Computers & Communications Policy's & Procedures*
- *Other tasks as directed*

SKILLS & EXPERIENCE

Qualifications:

- *Current Drivers License*
- *IT Qualifications Preferable*

Experience:

- *Previous IT Experience preferred*



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Skills:

- *Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)*
- *Excellent verbal and written communication*
- *Proven experience as IT Technician or relevant position*
- *Excellent diagnostic and problem-solving skills*
- *Excellent communication ability*
- *Outstanding organizational and time-management skills*
- *In depth understanding of diverse computer systems and networks*
- *Good knowledge of internet security and data privacy principles*
- *Work well independently & as a member of a team*
- *100% Confidential*
- *Organised and able to meet deadlines*

PERFORMANCE GOALS:

- *Complete all tasks on time*
- *The ideal candidate will also have great troubleshooting abilities and attention to detail*
- *Deal with clients, suppliers and other employees professionally at all times*
- *Ensure office is always clean and presentable*
- *Motivated to learn & expand your knowledge*
- *Arrive on time*

Please email your application with Cover Letter to robbie@taztec.com.au