



TOURAUST CORPORATION

INTERNAL POSITION VACANT – 18.08.2009

Position	IT Helpdesk Coordinator
Location	International College of Management, Sydney
Full/part time	Full time
Reporting to	IT Application Systems Specialist and Head of Information Technology
Overall Job Purpose	The IT Helpdesk Coordinator is our first line of contact for all IT and communications related queries. The role acts as our level 1 helpdesk and works closely with the IT Applications System Specialist to provide high levels of operational support to all CHG (hotels and staff) and ICMS (staff and students).
Key Result Areas	<p>a. IT Helpdesk and Support for staff and students.</p> <ul style="list-style-type: none"> • Answering calls and emails from staff in a polite, timely and professional manner. • Create and update robust processes and procedures to ensure that a high quality service is provided to staff • Log tickets for all new incidents and requests and survey staff upon resolution • Monitor the efficiency and effectiveness of all Helpdesk processes and procedures • Log change requests • Investigate, diagnose and where possible resolve incidents and requests raised with the Helpdesk • Liaise with vendors regarding hardware repairs, off-site tape storage, comms room maintenance etc. • Input and update configuration information • Suggest improvements to Helpdesk operations • Create and update knowledge base articles • Perform daily backup routines • Produce and present management reports as required • Deploy software packages • Troubleshoot hardware problems for printers and personal computers (PCs) • Troubleshoot networking problems for any network devices, LAN and WAN • Provide first level support for Windows, additional software and audio\visual equipment used in the classrooms • Complete all support issues by end of shift or handover issues to other staff in writing. <p>b. IT Systems Maintenance.</p> <ul style="list-style-type: none"> • Monitor, resolve or escalate backup issues daily • Monitor company websites and Intranets • Other IT support and maintenance may be required as determined by business needs within Touraust Corporation, Constellation Hotel Group and International College of Management, Sydney. <p>c. General Maintenance.</p> <ul style="list-style-type: none"> • Use gmail emails system to communicate with all staff and students when necessary • Keep all computer rooms tidy and clear of computer related equipment • Keep track of student printers to have adequate paper and toner supplies • Complete daily checklist of computer rooms and study area to ensure all machines are in working order.
Personal Qualities	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal, and the ability to give presentations • Superior interpersonal skills • Maintain a general work pattern to ensure the efficient and effective operation of the



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	<p>Helpdesk operation, meet deadlines, maintain confidentiality and perform effectively under busy conditions</p> <ul style="list-style-type: none">• Adopt a friendly, courteous, and professional approach at all times when dealing with staff, students, employers and members of the public• Demonstrate a mature, team orientated attitude• Maintain your knowledge and consistently adhere to the rules, policies and procedures as issued by College management
Skills / Knowledge Required	<ul style="list-style-type: none">• 2-3 years helpdesk experience preferably 1st level technical support• Thorough understanding of the environment in which ICMS and CHG operates• Advanced Microsoft Office skills• Basic networking skills involving Active Directory, Exchange, Citrix and Linux
Experience	<ul style="list-style-type: none">• HSC or equivalent• IT Diploma or Microsoft Certification• MCSE or MCP preferred
Applications close	Friday 1 September 2009
Applications to	<p>William Kotze or Head of Information Technology, Steven Swarts International College of Management, Sydney wkotze@icms.edu.au ph 02 8962 2455</p>