

TRAINEESHIP JOB SPECIFICATIONS

We know technology so you don't have to...



CONTACT

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WORKING IN A TEAM ENVIROMENT

Pippos Technology Solutions (PTS) has grown from humble beginnings. Jeremy built this Riverland business from the ground up. Starting out from a small home office in Loxton through to now being based in the heart of the Riverland, employing several locals, and operating for over 15 years. PTS provides professional IT services to clients across Australia.

PTS will develop your skills and make a difference right from the start. They're looking for a long-term commitment that works both ways. Providing you with rich career experiences, opportunities, and ongoing professional development within a high performing team environment.



“ Working at Pippos Technology Solutions has been great, and I love the team environment. ”

KATIE HILL

ABOUT YOU



WHAT WE ARE LOOKING FOR

To be successful in this role, you will need to be a customer-focused problem solver with a passion for IT. The Pippas Technology team pride themselves on their positive reputation with clients in being reliable, trustworthy, ability to show initiative in their work and much more. To be successful in this role, you will possess all of these traits, as well as:

// THE CHALLENGE

- Show a strong initiative and ability to work independently, be self-motivated, proactive and an active and supportive contributor in a team environment
- Excellent communication skills, both written and verbal, that can be used effectively with clients, team members and key stakeholders

// THE SOLUTION

- Excellent organizational skills and ability to work on a number of projects simultaneously.
- Excellent analytical, problem-solving, and detail-oriented skills.
- Displays a high level of self-awareness and the ability to maintain positive relationships.

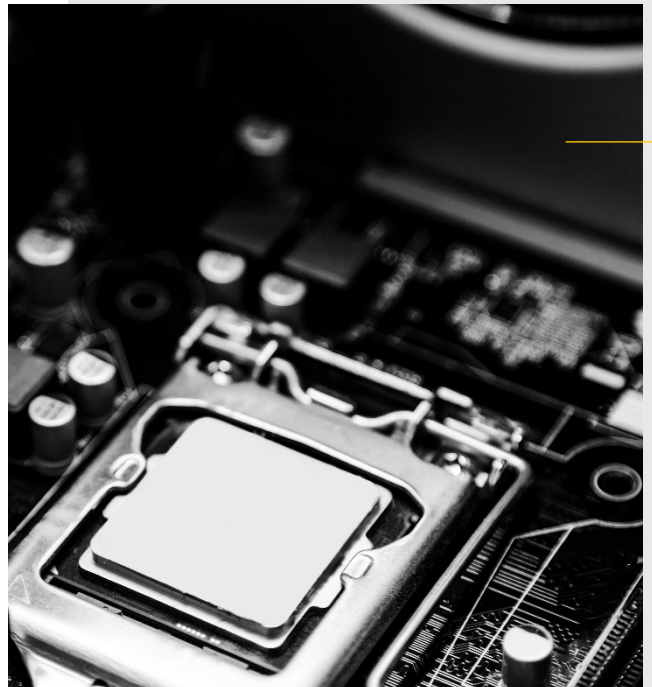
JOB DESCRIPTION

Title: Managed I.T. Support Trainee

Office Location: 1 Wilson Street Berri SA 5343

Salary: Australian Government Standard

Position: Full / Part Time (TBA)



**THIS IS AN EXCITING OPPORTUNITY IN THE IT INDUSTRY FOR THE
SUCCESSFUL APPLICANT WITH PIPPOS TECHNOLOGY SOLUTIONS.
ALL EXPERIENCE LEVELS INVITED TO APPLY!**

ROLE OVERVIEW

- Full-time, Located in Berri and working throughout the Riverland community.
- Unique local opportunity to work in the ever-changing technology sector.
- Great team environment with ongoing professional development.

THE OPPORTUNITY

This is not your average IT Support Technician role – you will be client facing and solutions focused, supporting both users on/offsite based in the Riverland, as well as users at locations across Australia. You will be diligent and motivated by resolving issues through engaging with clients and understanding their needs. You will be responsible for supporting our technical infrastructure, daily end user support and maintenance of general IT Systems in a meticulous and responsive manner to ensure a high level of service is maintained.

RESPONSIBILITIES

- Monitor and respond to client enquiries via job ticketing and remote monitoring and management (RMM) systems.
- Provide high-level and timely customer service and solutions to clients over the phone, via email and in-person (on-site) when required
- Creation of small networks including firewalls/routers, switches, access points and client devices, (e.g. on computers, mobile devices, etc.)
- Remote support and cybersecurity monitoring