



ESPERANCE PORTS – SEA & LAND

IT SUPPORT

We require a permanent, fulltime IT support person with previous experience responding to user queries and troubleshooting system problems. This busy and varied position will expand your current hardware, software, network and database exposure under the guidance of an experienced IT Manager.

Esperance Ports is a progressive regional employer with plans to extensively upgrade our current systems capability. The position is based in Esperance, a medium-sized town with excellent access to medical, educational, leisure and lifestyle facilities.

A copy of the position description is available from www.epsl.com.au. Queries to Narelle on 08 90723377.

Applications to the Employee Relations Manager, Esperance Ports PO Box 35 WA 6450 or via email to jobs@epsl.com.au by COB Friday 10 July 2009.

POSITION DESCRIPTION

POSITION: IT Technician
DIRECTLY RESPONSIBLE TO: IT Manager
DEPARTMENT: Business Development
RESPONSIBLE FOR: Providing technical support to EPSSL's IT department.
OPERATIVE DATE: April 2009
APPROVED BY: CEO
CLASSIFICATION: Salaried Officer – contract position

Major Responsibilities:

- Provide all Port users with helpdesk support, ensuring professional and timely responses to all queries and fault reports.
- Provide daily network administration and maintenance including system backups, monitoring system performance, administering user accounts, maintaining and configuring firewall and virus security, checking server availability and memory usage.
- Maintain IP based phone and messaging systems.
- Maintain the integrity of Port user accounts and data.
- Perform WebMaster functions as directed by the CEO and managers responsible for placement of web data and interfaces.
- Assist in the development of an IT Management Plan as well as computer/data security management strategies.

Specific Duties:

Network maintenance & Data integrity

- Perform regular software and hardware audits to maintain system equipment and software licensing inventories and records.
- Perform administration and maintenance of file and print servers, mail and intranet/internet services, networks and databases.

- Maintain the integrity and security of all Port servers, systems and services through the use of firewalls and other security and encryption tools and protocols.
- Maintain system integrity by regularly verifying and restoring tape backups.
- Document all changes to system software and configurations.
- Assist the IT Manager with all changes to system software and configurations, including their installation, configuration, documentation and troubleshooting.
- Assist the IT Manager with the review, documenting and updating of system administration manuals, information technology procedures and user/security protocols.
- Make changes to the Port's intranet and internet sites including uploading documents and changing HTML and ASP code.
- Assist the IT Manager with the requirements of various IT related projects as requested.

Client support

- Log and prioritise helpdesk requests then record actions taken and performance outcomes.
- Provide all system users with Helpdesk support, including emergency out-of-normal hours support, ensuring professional and timely responses to all queries and fault reports.
- Assist with installs and configures hardware and software of servers and workstations including creating and maintenance of user accounts.
- Assist with the checking and loading backups, monitoring system performance, administering user accounts, maintaining and configuring firewall and virus security, checking server availability and memory usage.
- Ensure Port system users are appropriately trained in system applications and security and appropriate usage protocols. Develop and deliver training programs as necessary.

Other Duties:

- Aptitude and desire to be trained in Program Logic Circuits as required.
- Maintain appropriate confidentiality.
- Assist in the improvement of all Port systems and processes wherever possible.
- Work in a safe and responsible manner, complying with Port policies and procedures and all applicable legislative and regulatory requirements.