

## IT Support Engineer

Hays Infrastructure • Townsville QLD



Base pay

\$70,000 - \$100,000



Work type

Full time



Contract type

Permanent

### Job details



Date posted

**28 Apr 2022**



Expired On

**06 Jul 2022**



Category

**Information Technology**



Occupation

**Help Desk & IT Support**



Base pay

**\$70,000 - \$100,000**



Contract type

**Permanent**



Work type

**Full time**

### Full job description

#### Your new company

An expanding and leading MSP/technology company with offices across QLD are seeking a permanent IT Support Engineer (Level 3) to be based from home (then from their new office) in the Townsville region to work on the various IT systems, network and infrastructure projects of several key clients in the QLD region!

#### Your new role

Your new role will see you work within a large and dedicated multi-disciplinary team comprised of Infrastructure, System and Helpdesk Engineers & Analysts to work on and support the IT systems, hardware, network and infrastructure of several key organisations throughout the North and Far-North QLD region.

During your day to day work you will resolve and manage a variety of technical issues whilst liaising with the clients as and when required (with site visits if need be). These projects can cover a multitude of areas including migrations, network designs/engineering, cloud architecture, hardware deployments, system integrations and everything in-between!

Although you will be supporting these organisations you will remain at their office in Townsville to work on the various technologies with some site visits required as and when whilst also having the ability to rely on others located in different offices if the need arises.

This MSP prides itself on listening to their employees to take on feedback to improve the working conditions, practices and environment for their engineers.

Aside from technical capabilities, culture fit is very important for this role.

Collaboration and respect play a large part in this organisation regardless of the position or team and in turn you will be expected to demonstrate both traits whilst working with individuals at all levels many organisations.

#### What you'll need to succeed

You will need experience/knowledge across the following:

- The Microsoft technical stack – i.e., Windows 10, Azure, Windows Server, Microsoft 365 etc
- Virtualisation technologies such as VMWare, Hyper-V, etc
- Various hardware eco systems (Desktops, Laptops, Mobile Devices)
- Managing and configuring switches, routers and access points (TCP/IP, Routing, Firewalls, etc)
- Troubleshooting and problem-solving skills
- Technical mindset
- Fluent written and verbal communication skills
- Full Australian working rights

**What you'll get in return**

You will be offered a permanent role with an expanding and leading MSP in Townsville which offers flexible working arrangements alongside a relaxed working environment with a supportive senior management team.

**What you need to do now**

If you are interested in this role, click 'apply now' or email an up to date resume to Toby.Applegate@Hays.com.au. If this role isn't quite right for you but you are looking for a new position please do not hesitate to get in touch.

**LHS 297508 #2643828**