



IT SUPPORT TECHNICIAN

The Gold Coast SUNS are currently in search of a full-time IT Support Technician. In this role, you will report to the IT Manager and be responsible for delivering professional technical support to all staff located at our Head Office and Stadium. Additionally, you will be tasked with offering support and maintenance for the IT infrastructure at both locations, including event days such as AFL/AFLW games, concerts and more.

Key Responsibilities:

- Deliver Level 1 or 2 technical support across the Club and respond in a timely manner to all IT related requests and technical issues.
- Provide problem resolution related to network and server infrastructure, hardware components, operating systems and productivity applications.
- Offer operational support and maintenance of all server systems, laptops, desktops and mobile devices.
- Perform match day and stadium event IT responsibilities.
- Facilitate preventative maintenance and system upgrades.
- Ensure company backup processes are followed and maintained.
- Monitor and maintain system access and security.
- Create and maintain IT processes and procedures.
- Provide IT and system training as required.
- Maintain warm and hospitable customer relations with both internal and external customers.
- Complete other tasks and projects as required by the IT Manager.

The ideal candidate will have:

- A strong personal brand which personifies the Gold Coast SUNS values.
- Cert IV, diploma or degree in Information Technology.
- Excellent interpersonal and communication skills with a client centred focus.
- Great attention to detail, excellent analytical and problem-solving abilities.
- Can demonstrate competency in Windows, MacOS and server operating systems, applications and hardware.
- Preference for at least 1 year experience working in an IT help desk or support role.
- Ability to meet deadlines and manage priorities with enthusiasm, energy and a "Can do" attitude.

Closing Date: Monday 12 February 2024

This is an opportunity for someone with a passion for AFL to join a fantastic brand and hardworking team. If this position sounds like you, please apply via our candidate portal using this link :

https://goldcoastfc.secure.force.com/recruit/fRecruit_ApplyJob?vacancyNo=VN096