



Level 2 Support Technician – IT Cohuna

Mawsons is a family-run business that supplies quality construction materials throughout Northern Victoria and Southern N.S.W. We are seeking a motivated and responsible person to join our IT department in the full-time position of Level 2 Support Technician. This role is based in Cohuna and travel will be required to support our 55+ regional sites.

The Level 2 Support Technician is responsible for providing support to a network of users at head office and across our regional concrete and quarry sites. You will be expected to provide exceptional customer service and technical assistance to identify and resolve issues as they arise. Key responsibilities include:

- Site configuration, installation and maintenance of remote office infrastructure including;
 - Networking
 - Thin Client Installation
 - Printer setup
- Setup and maintenance of AD users
- Maintenance and security of file server
- Providing Level 2 support to end users
- Assisting with managing Telstra account
- Preparing new laptops, thin clients and desktops
- Assisting with Level 1 help desk inquiries as needed
- Backup to Level 1 and Level 3
- Assisting with maintaining server environment
- Working to an on-call IT roster as required
- Providing IT support for web site and other applications
- Supporting IT training programs
- Providing support to System Administrator and IT General Manager
- Other tasks and duties expected as reasonably required

The successful applicant will need to be committed to safety and quality and show attention to detail with their work.

To apply

Email application & cover letter to: recruitment@mawsons.com.au

Please refer Job #L2IT on your application

Applications close: **Friday 10 August, 2018**