

## **Casual Technical Support Assistant – Allens Arthur Robinson (Perth)**

Applications close on Monday, 1 August 2005 at 5pm

An opportunity has arisen in our Information Systems department for a Casual Technical Support Assistant. The successful candidate will hit the ground running as an important member of a busy and energetic team. The role involves performing basic to intermediate IT related tasks, including installation/movement of PCs, printers, laptops and peripherals. In particular, you will provide departmental support by moving and issuing equipment, cabling and set-up. You will assist with operational support for all telecommunications and computing infrastructure within the AAR environment, which includes responding to queries in a timely manner on areas relating to PC, printers, LAN/WAN, e-mail and other system related problems. This role requires you to work closely with the Technical Support Officer (Helpdesk) to provide backup when required. You will also be expected to escalate queries to the next level of support when required and record problems and solutions in the Help Desk System Knowledge Base (Remedy) to provide assistance for similar problems.

The ideal candidate will:

- have commenced a degree in Information Technology/Systems or similar;
- have a basic understanding of IT Systems, hardware and software;
- be enthusiastic and hardworking with excellent presentation and communication skills;
- be able to work unsupervised;
- be available for approximately 20 hours each week, which may include occasional after-hours or weekend work.

This position is open to internal and external applicants.

For more information, please call Michelle Witchard, People & Performance Coordinator, on (08) 9488 3825.

To apply for this position, please direct your application to Michelle Witchard, People & Performance Coordinator via our online form <http://www.aar.com.au/careers/join/corp/apply.asp> before applications close.

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