

## Position Description: Client Technical Support

Version 1.1, 6 November 2006

### Job Description

#### Purpose & Responsibilities

The *Client Technical Support* role provides systems and network support to Prussia.Net's clients and staff. They help maintain a healthy working relationship with our clients.

This role is full time (38 hours per week), offered as a permanent position with a probationary period of one month.

#### Reporting & Working Relationships

The *Client Technical Support* role reports to the General Manager. It is not responsible for any other staff.

The position is in regular contact with Prussia.Net's clients and their staff.

#### Key Responsibilities & Duties

This position is responsible for a range of technical and administrative support duties, to be chosen from this list according to the skills and experience of the appointee:

- Maintain client computer systems at their premises according to a maintenance schedule, including desktop and server hardware and software, routers, Ethernet networks (wired and wireless), printers, backup procedures and Internet connectivity.
- Provide telephone, email and on-site technical support relating to client computer systems.
- Provide telephone and email technical support to Prussia.Net's Internet hosting clients, supplementing our outsourced support provider.
- Install and configure computer systems at client premises, including Ethernet networks (wired and wireless), Internet connectivity, and software installation and upgrades.
- Maintain the documentation of Prussia.Net's and client's computer networks.
- Maintain websites through content management systems and image editing software.
- Order hardware and software from Prussia.Net's suppliers and coordinate its delivery to clients.
- Maintain administrative records relating to the technical support process.
- Perform minor office administration and other incidental tasks as required.

### **Roster Arrangements**

The standard working week is 38 hours (76 hours per fortnight), the majority of which will be scheduled between 0800 and 1800 Monday to Friday. The roster is flexible and may be arranged around family, community, sporting or educational commitments.

However some after hours and weekend work will be required, occasionally at very short notice. The position may be required to be "on call".

### **Working Environment**

Work is normally performed in a typical office or other interior work environment, or in a private home. Very limited physical effort is required. There is very little exposure to physical risk.

This position will require face-to-face contact with clients at their premises, and will involve travel to client premises across the Sydney metropolitan area.

### **Essential Minimum Requirements ("Must Have")**

The following requirements are essential. A person will not be hired if they do not meet these minimum requirements.

#### **Educational & Vocational Qualifications**

No formal educational qualifications are required.

#### **Experience**

At least three years practical experience in computer hardware and software installation, maintenance and troubleshooting. This does not need to have been in a work environment.

#### **Knowledge**

A practical up-to-date understanding of the maintenance and troubleshooting procedures for:

- Windows Server 2000 and Windows Server 2003.
- Windows XP Professional and Windows XP Home Edition, including Internet Explorer and Outlook Express.
- Windows ME, including Internet Explorer and Outlook Express.
- Microsoft Office, including Outlook, Word, Excel, PowerPoint and Publisher.

An up-to-date working knowledge of the computer hardware and software typically used in a home or small business environment, including anti-virus and anti-spyware software, personal firewalls, analog and DSL modems, inkjet and laser printers, file and printer sharing, scanners, digital cameras, CD/DVD burners and wireless access points.

An understanding that issues relating to IT in small business are different from those in larger organizations.

#### **Personal Attributes**

- The ability to stay focused while under pressure.
- The ability to explain technical issues in simple language.

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- The ability to communicate confidently in written and spoken English with people from a wide range of social and cultural backgrounds in small business and home environments.
- The proven ability to work independently with minimal supervision, to employ initiative and to think creatively.
- The proven ability to learn quickly, and in particular to install and maintain new hardware and software products from their documentation and from online resources.
- Personal presentation appropriate to small business and home environments.
- The discretion and integrity required when dealing with a client's confidential information.
- Attention to detail.
- A demonstrated track record in and expressed willingness to continue upgrading IT skills in line with advances in the industry and to meet the specialized requirements of specific sites or systems.

### **Desirable Characteristics (“Bonus Points”)**

The following additional attributes would be useful, and will help determine who is eventually chosen for the position.

#### **Educational & Vocational Qualifications**

Formal qualifications in Information Technology or Computer Science, or vocational qualifications such as MCP, MCSE, A+, RHCE etc would be of some interest.

#### **Experience**

Practical experience counts for more than educational qualifications.

#### **Knowledge**

A practical working knowledge of the maintenance and troubleshooting procedures for:

- Mac OS X, including Safari, Apple Mail, iCal, iPhoto, iTunes etc.
- Linux, particularly Fedora Core.
- Microsoft Access and Microsoft Project.

Familiarity with or exposure to any of the following would be a bonus: Acrobat, ACT!, Astaro Security Linux, blogging, bookkeeping concepts, cPanel/WHM, domain registration and delegation, Ethernet cabling, Firefox, FTP, Ghost, HTML/CSS, information security concepts, JavaScript, Mailman, Movable Type, MYOB, MySQL, Norton Utilities, Partition Magic, Perl, Photoshop, PHP, phpMyAdmin, Request Tracker, Retrospect, RSS, Samba, Spam Assassin, SquirrelMail, SSH, UPS, virus disinfection, VNC, Wikis.

#### **Personal Attributes**

- Meticulously accurate spelling and grammar.