

## IT Support Officer

**Flexible Part Time OR Full Time Role | West Ryde, NSW**

A fantastic entry-level career opportunity exists for an IT Support Officer working with the helpdesk team, supporting Koorong's IT operations nationally. Koorong is a Christian retailer, proudly selling bibles, books, CDs, DVDs and gift items to enrich the lives of our customers. This role involves servicing our retail/warehousing teams remotely across 15 locations, as well as face to face support to head office teams across a variety of technology needs.

This position would suit someone who is still studying or has just graduated with a Diploma/Degree in a related technical field. Hours will be negotiated with the successful candidate, however we require a minimum of 20 hours over 3 days.

### **Duties include:**

- Being the first point of contact in the IT department
- Proactively assisting helpdesk queries
- Troubleshooting computer hardware/software and network issues
- Coordinating security/camera footage queries
- Phone system management
- Hardware setup and deployment - PC builds, conference tils, stocktake equipment

### **Koorong offers:**

- Fabulous career potential
- Friendly team environment
- Option for flexible hours (3 days per week). This flexible option can be worked in conjunction with another part time role within Koorong (if appropriate), or balanced with your external commitments, as applicable.

### **What we are looking for:**

**A strong interest in IT is a MUST**, along with an excellent technical aptitude. The ability to solve problems, positively engage with and clearly communicate solutions to users will be essential. In addition, the successful candidate must exhibit strong attention to detail, be well organised and possess an enthusiasm to learn.

**K**oorong is Australia's leading Christian resource centre. With 15 stores Australia-wide and a thriving website, we provide the largest range at the best prices. We strive for excellence in customer service with a servant heart. Join us in the exciting privilege of providing Christian resources to your local community and beyond, with life changing possibilities! Koorong is part of Bible Society Australia group.

### **TO APPLY**

Send a resume with cover letter, noting your availability, to:

**e:** [itjobs@koorong.com.au](mailto:itjobs@koorong.com.au)

**Closing Date: ASAP**