

## HAMILTON ISLAND POSITION DESCRIPTION

### POSITION DETAILS

<b>POSITION TITLE:</b>	Systems Support Specialist	<b>LOCATION:</b>	Sydney Head Office and Hamilton Island
<b>DIVISION:</b>	IT	<b>DIRECT REPORTS:</b>	Nil
<b>REPORTS TO:</b>	Systems Support Supervisor	<b>INDIRECT REPORTS:</b>	Nil
<b>DATE PREPARED:</b>	January 2012		

### JOB PURPOSE

To provide systems and applications support to HIE departments and staff members and associated businesses. To be a Subject matter Expert in the networking area of the helpdesk. To be involved in the network projects of the IT team

### JOB RESPONSIBILITIES (NOT LIMITED TO)

- Attend to user support requests as assigned by the help desk coordinator and IT Manager
- To provide support for desktop application packages and printers (Microsoft Office, Windows servers and clients)
- To conduct analysis of, and support for, software application packages such as MS SharePoint, Host (Springer Miller Systems), Finance One, Revelation POS (Infogenesis)
- Assist with the administration of the Resort's Domain, Windows Servers, Active Directory, Citrix environments, Network infrastructure, Printing infrastructure, CCTV, IP-TV)
- Assist in the replacement of printer and computer hardware
- Carry out system IT maintenance and Pro-Active Preventative Maintenance duties
- Maintain accurately the help desk records, and where necessary, ensure the escalation of support requests in accordance with IT Policies and Procedures
- To contribute to the effectiveness of the IT team by anticipating business needs and to notify the IT Manager of faults/problems/difficulties in the IT Department, or areas in which improvements can be made
- To provide after hours support on a rotating basis. The Resort will supply a buggy and pager or mobile phone while on call
- Perform day to day network management tasks such as monitor logs to identify and resolve faults
- Provide subject matter expertise to infrastructure projects specialist in implementing new network design and development
- Act as subject matter expert to support the CCTV, IPTV, DSL and WAP infrastructure
- Respect the confidentiality of Company information and/or the privacy of any personal information gained in the course of your duty
- Take a responsible approach to Occupational Health and Safety in the workplace and report potential hazards to the IT Manager
- Emergency and volunteer work associated with the safety of staff and guests and cleanliness of the island as required
- Be flexible in your availability to work to meet business demands

### EXPERIENCE & QUALIFICATIONS

- Tertiary qualifications in Information Systems – preferably CCNE, or similar (Essential)
- Commercial perspective brought to bear re infrastructure projects delivery (Essential)
- Experience supporting Microsoft Active Directory, Citrix Metaframe, MS Office, MS Windows (Essential)
- Experience in the Hospitality industry (Desirable)

### PERSON SPECIFICATION/SKILLS

- Self sufficient, strong customer service focus, high level interpersonal skills, high level analytical skills, high level electro/mechanical aptitude, high level of personal organization and presentation
- Position requires maturity, flexibility, and ability to work under pressure and work within a small team
- Proactive business engagement and communication skills. Microsoft MCSE Certification and Active directory administration support
- Experience supporting systems in a hospitality environment. Experience with Host will be well regarded. Experience with Revelation POS systems





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### KEY WORKING RELATIONSHIPS

- IT services
- All HIE departments and staff
- Project managers
- HIE Executive Team & Stakeholders