



Level 29
25 Bligh St Sydney
NSW 2000 Australia
T 02 8224 3111

www.cxlavender.com.au

Position Title:

IT Support Technician (mid-weight)

Reports to:

Head of Technology & Technical Director

Key Qualities:

We are looking for a highly motivated IT Support Technician to join our IT team. Based in the Sydney CBD, the role is responsible for the day-to-day IT support of our Sydney office. The position is varied, being a mix of hands on Mac end-user support, hardware maintenance and software management. You will need to be motivated and have excellent interpersonal skills in order to work alongside our driven and passionate team.

As the IT Support Technician, you will report to Head of Technology and Technical Director, who will support you in continually improving and refining your skills.

Responsibilities:

- Ensure an effective 1st and 2nd level customer support service experience to all CX Lavender users and end to end ownership of assigned technical issues.
- Image, configure and maintain end user devices including Mac, PC and iOS, we have a large Mac user base which is managed through JAMF.
- Manage all servers and racks.
- Support a diverse range of applications from O365 to creative applications like Adobe CC and Sketch.
- Excellent skills in managing and supporting an AD/O365 environment.
- Excellent skills in managing JAMF configuration, maintenance and self-service.
- Have excellent practical hands-on experience with back-up, restoration and archiving of data and associated processes. AWS experience preferred.
- Setup new users with all required accounts and privileges, provide induction training for IT and manage end user expectations on technical issues.
- Follow process and workflows as well as recommend improvements.
- Assist with creating, maintaining and upholding relevant information security policies and ensure any gaps are identified, remediated and reported.
- Manage and perform information security audits as required internally to comply with CX Lavender IS Policies and as required by client's IT Sec teams.
- Coordinate equipment loan requests and returns.
- Contribute to the IT and User knowledge bases, document all new initiatives and changes to network, systems and policies thoroughly.
- Training staff and inducting new starters on CX Lavender systems, processes, policies or upcoming deployments.
- Gather data pertaining to CX Lavender's needs and use the information to identify, predict, interpret and evaluate system and technology requirements.

- Research new technology and recommend its implementation.
- Assist with the maintenance of logs regarding IT operation and security functions.
- Maintain meeting room equipment, cabling and ensure all meeting room devices and laptops are in good working order and accessible.
- Manage all CX Lavender software licenses and renewals.
- Maintaining all asset registers and inventory logging.
- Manage Wi-Fi and LAN networks.
- Manage and update all network routers, switches and firewalls.

Qualifications:

- Technical degree or diploma
- Apple and/or Microsoft certifications
- JAMF Pro certifications
- AWS Certification (desirable)

Experience:

- Min 3 years in a similar role, previous agency experience desirable.
- Advanced knowledge and experience managing large Mac based environments.
- A passion for technology and strong problem-solving skills
- Ability to learn new software and troubleshoot processes quickly.
- Excellent analytical, organizational skills and attention to detail.
- Excellent written and verbal communication skills (English fluency essential)
- Strong sense of customer service.
- Must enjoy being part of a diverse team and enjoy dealing with people.
- Experience with the following platforms and systems:
 - JAMF Pro
 - VMware (vCentre/ESXi)
 - Veeam Backup & Replication
 - Windows Server 2012 R2 - 2019
 - Cisco Meraki
 - Nimble Storage
 - Maintaining large Mac environments.
 - Office 365 administration
 - AWS Services, covering EC2 and S3 management, storage, IAM
 - Mac OS 10.9 – 11 proficiency is required.



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