



## Careers at GMCT: More than just a job

Join our diverse team dedicated to serving Melbourne's communities with integrity, respect, compassion and sustainability.



## ICT system support

- **Location:** North
- **Salary:** EBA Indoor Level 4.2 (\$69,946.20+ Super)
- **Fixed-term contract**

### Key responsibilities include:

- liaising with help desk customers
- analysing customer requirements and registering service requests
- diagnosing and solving desktop, thin client and server hardware/software issues
- diagnosing and solving telephone, photocopier, fax, security system and asset register hardware/software issues
- advising customers of service request progress and outcomes
- installing and configuring computer systems and applications
- configuring basic telephone services
- analysing request logs to identify trends and underlying issues
- maintaining clear and concise documentation.

### To be successful in this position you will require:

- tertiary qualification in computer science or related field, or MCP, MCDT, MCITP, CCNA certification
- strong experience with Microsoft desktop environment (Windows 7, 8, 10/ Office 2010, 2013, 2016)
- strong knowledge of Windows Server 2008 r2, 2012, 2012 r2 and Active Directory
- general hardware experience (e.g. desktop, thin client, laptop, tablet, mobile phone and server)
- experience in server virtualisation and backup systems.

### ABOUT GMCT

At The Greater Metropolitan Cemeteries Trust we believe in caring for your loved ones with dignity and kindness. Our 19 cemeteries and memorial parks are maintained in perpetuity, giving you, your family and future generations peace of mind.

Each year, we help more than 12,500 families – of all cultures and faiths – plan and prepare for funeral, cremation, interment and memorial services. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

### TO APPLY:

Applications must address the key selection criteria and be submitted to [jobs@gmct.com.au](mailto:jobs@gmct.com.au)

*Please find the position description to address the key selection criteria on the link below.*

<http://www.gmct.com.au/about-us/careers/>

Closing date:

**4pm Monday 23 July 2018**

*This position requires the successful candidate to undergo a pre-employment medical, police check and values testing.*

People of Aboriginal and Torres Strait Island descent are encouraged to apply.

GMCT is an Equal Opportunity Employer.

*GMCT is a Supportive Employer of Australian Defence Force Reservists.*