

Position title:	IT Support Specialist
Department:	Operations
Team:	Technology
Reports to:	Infrastructure and Operations Manager
Direct reports:	N/A
Location:	Melbourne
Document review date:	Feb 2024

### Role overview

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We are seeking a talented and dedicated IT Support professional to join our growing team. As an IT Support specialist, you will provide technical assistance and support to our employees, ensuring that their hardware and software needs are met efficiently. You will be responsible for troubleshooting and resolving technical issues, as well as assisting with system upgrades and enhancements. Additionally, you will play a crucial role in maintaining network security and ensuring data confidentiality. The ideal candidate will have excellent problem-solving skills, a strong attention to detail, and a passion for technology.

### Key Accountabilities

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The key accountabilities may include (but are not limited to):

- **Service Desk Operations**
  - Provide desktop support to end-users, diagnosing and resolving hardware, software, and network issues.
  - Provide technical assistance and guidance to employees in-person, over the phone, or via email.
  - Communicate with customers to keep them advised on the status of requests.
  - Collaborate with other IT team members to implement and maintain system upgrades and enhancements.
  - Maintain and update tickets and incidents via the ITSM tool.
- **End User Compute Management**
  - Install, configure, and maintain software applications and operating systems (Windows)
  - Monitor and maintain computer systems, networks, and servers.
  - Assist with the setup and deployment of new hardware and software.
- **Basic Troubleshooting**
  - Troubleshoot and resolve minor issues and escalate to system owners as required.

### Key Relationships

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This role will work closely with:

**Tilt Renewables' Technology team and End users.**

### Skills and Experience

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- Proven experience in IT support or a similar role
- Strong knowledge of Microsoft Windows and Office 365 products.
- Familiarity with network protocols and technologies.
- Ability to troubleshoot hardware and software problems.
- Excellent communication and interpersonal skills.
- Strong attention to detail and ability to prioritise tasks.
- Ability to work independently and as part of a team.
- Knowledge of cybersecurity best practices.
- Familiarity with Cloud Technologies such as Azure.

### Qualifications

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Bachelor's degree in computer science or related field or proven experience in IT Support or similar role.

### Key Competencies and Capabilities

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- **Communication Skills:** Being able to communicate technical information in a clear and understandable manner to users who may not have a technical background.
- **Empathy:** Being empathetic towards users' frustrations with technology issues can help build rapport and improve the overall support experience.
- **Problem-Solving Skills:** Able to analyse and troubleshoot technical issues to find solutions quickly and effectively.
- **Customer Service Orientated:** A customer-focused mindset, striving to provide excellent service and support to users.
- **Adaptability:** The IT landscape is constantly evolving, so IT support staff need to be adaptable and willing to learn modern technologies and skills.
- **Time Management:** Juggle multiple tasks and prioritise their workload.

### About Tilt Renewables

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Tilt Renewables aims to be the leading developer, owner, and manager of renewable energy generation assets in Australia. With 1.7 GW of Operational Assets and a pipeline of over 5GW we are well positioned to achieve this.

We are proudly Australian with strong brand recognition known for developing and operating, high quality assets in Australia with a long-term owner's perspective. With a significant pipeline of development opportunities, we have an appetite for growth.

Our approach is to adopt a pragmatic view of the development, asset operation and energy market functions focussed on optimising customer, investor, employee, and community outcomes. This requires agile and effective decision making and outstanding execution of opportunities.

Credibility in the eyes of our investment stakeholders as well as strong relationships with our customers, key suppliers, contractors, and the communities we operate in are critical to Tilt Renewables' success. Tilt Renewables has corporate offices in Melbourne and Sydney and a rapidly growing capable team of approximately 100 employees who are able to apply themselves to any issue or opportunity, regardless of functional structure.

We are committed to a customer centric renewable energy solution, building on our enviable track-record, experience, and reputation.

### Our Vision

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Our vision ***to drive the transition to renewables through everything we do*** focuses on us helping create the world we want to be part of and to look for those opportunities in everything we do.

### Our Values

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Developed by our team to reflect what matters most to us, our values are simple, unequivocal, and focused on how we generate a difference – for our business, for our people, for our investors and for the communities we work with.

**We are People Powered | We Get It Done | We Lead**

### Our Investors

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Tilt Renewables has three key investors:

- Future Fund (40%),
- QIC (40%); and
- AGL (20%)