



Working with the Regional Tech Hub

Description

Work with us

The Regional Tech Hub operates with a dynamic team spread across Australia's rural, regional, and remote areas.

Our mission is simple: to help individuals and small businesses across rural, regional and remote Australia get connected and stay connected.

When you join the Regional Tech Hub, you'll be part of a passionate and supportive team that values innovation, professional growth, and inclusivity. Our culture is shaped by our commitment to being approachable, resourceful, and solutions-focused—driving positive change for Australia's regional communities.

If you share our passion for bridging the digital divide and making a tangible impact, we'd love to hear from you.

Current vacancies

Are you interested in working with the Regional Tech Hub and helping regional, rural and remote Australians? Check below for current vacancies.

Technical Operations Officer (Full time, work remotely)

Join an exciting regional connectivity-focused initiative with the flexibility to work from home.



The **National Farmers Federation** (NFF) is seeking an energetic and enthusiastic person to join the Helpdesk team of the Regional Tech Hub (RTH) team. The role is full-time for 8 months, with potential for extension after June 30, 2026. This is a working-from-home role, all IT equipment will be provided.

The **Regional Tech Hub** is an Australia Government -funded program run by the NFF. We are committed to helping people living and working in regional Australia to get connected and stay connected to internet and mobile services. We focus on providing excellent individualised connectivity support and sharing knowledge and resources online and through social media to help people in rural, regional and remote communities improve or solve their connectivity challenges. Please refer to our website for information www.regionaltechhub.org.au.

Job Advertisement: Technical Operations Officer

The NFF is seeking to employ a passionate and driven individual to join our dynamic Helpdesk team. This person will work proactively and responsively with people in rural, regional and remote communities to help triage, and ultimately resolve, their connectivity and technology issues. That could mean getting a family connected to the NBN or Starlink, resolving a landline fault for a regional business, or helping a parent reduce data use in their home classroom. The position is a full-time remote role, working anywhere in Australia.

Specific duties include being the first point of contact for the RTH, whether that is by phone, email or online, working with end users to identify their issues and working to resolve them quickly.

Responsibilities:

- Responsible for the Regional Tech Hub phone line and email queries during work hours, assisting customers to access the information and support they need to resolve issues.



- For phone and email queries, undertake desktop checks of connectivity options at the request of Regional Tech Hub end users.
- Triage and escalate inquiries to relevant team members where needed.
- Build and maintain constructive relationships with key stakeholders and RTH partners.
- Where interested, promote the Regional Tech Hub at relevant events interstate and across regional Australia.

Qualifications and Experience:

- Demonstrated knowledge of regional telecommunications technologies.
- Strong interpersonal skills and an ability to communicate effectively with a range of different people.
- Strong administrative skills, including time management.
- Working knowledge of IT technologies and an ability to employ these technologies to effectively engage with stakeholders.
- Strong oral and written communication skills.
- Ability to work independently.

Reporting:

This role will report to the General Manager of the Regional Tech Hub and the Technical Operations Lead. There are four other state-based Helpdesk team members.

Benefits and Opportunities:

This is an exciting opportunity to join the NFF and the Regional Tech Hub program at a time of significant growth and impact. As a Technical Operations Officer, you will have the chance to expand your professional network, work closely with influential stakeholders, and make a difference in rural, regional, and remote Australia. The NFF offers a supportive and collaborative work environment that encourages personal and career development.

Application Process:

To apply for the position of Technical Operations Officer, please view the [position description](#), and submit your resume and a cover letter outlining your relevant experience and your preferred region. Applications will be accepted until 12 October 2025.



Join us in this exciting new chapter of expanding our reach and making a lasting impact on the communities we serve. Be part of the NFF team as we work towards a better future for rural Australia.

Express interest in future opportunities

Are you considering a career change in 2025 or beyond? Please reach out to our team to express your interest in any future opportunities across our organisation.

We're committed to attracting the best people we can to help us achieve our purpose. We offer a diverse range of jobs in stakeholder engagement, media and communications, content writing and technical connectivity support.

Reach out to us via helpdesk@regionaltechhub.org.au if you want to explore any opportunities.

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10/10/2025

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