



Technical Support Officer, Regional Tech Hub Helpdesk

Description

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

The National Farmers' Federation (NFF) is seeking an energetic, enthusiastic person to join the Helpdesk team of the Regional Tech Hub (RTH) Team. The position is full-time on an 18-month contract. We offer a flexible work environment, meaning this is a fantastic opportunity for someone juggling other work or family commitments. This is a working-from-home role, all IT equipment will be provided.

The Regional Tech Hub is an Australian 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.

Click to access the [Position Description](#) for the role. Applications are accepted until close of business Thursday, 12 December 2024.

To apply, please send through a copy of your CV and a cover letter outlining your interest and experience in the role and send it through to rthservices@regionaltechhub.org.au.



Job Advertisement: Technical Support Officer

The NFF seeks 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 Support and Systems 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 Support 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 Support Officer, please submit your resume and a cover letter outlining your relevant experience and your preferred region. **Applications will be accepted until Thursday, 12 December 2024.** Please email to rthservices@regionaltechhub.org.au.

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.

Category

1. Resources

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