



Position Description

Regional Tech Hub Helpdesk Officer

(18-month contract)

Role Summary

The Regional Tech Hub is an exciting initiative designed to provide independent, free advice about telecommunications services for regional, rural, and remote Australians. Our goal is to provide information on options available to get people connected and stay connected. The program is Australian Government-funded and run by the National Farmers' Federation.

The Technical Support Officer position within the Helpdesk team, 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.

The Technical Support Officer will also work flexibly within the team to support other RTH activities, including completing connectivity reports, content development and stakeholder management. There may be some regional travel to represent RTH at events and field days, where interested.

Essential Activities and 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.

Capabilities and Attributes

- 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.

Key Relationships

- Reports directly to the Regional Tech Hub General Manager and Technical Operations Lead.
- Four other team members
- National Farmers' Federation
- Telecommunication providers and Internet Service Providers
- Better Internet for Rural, Regional and Remote Australia (BIRRR)
- Regional telecommunications network providers.