

Position Description

Information Technology (IT) Traineeship

Tenure: 12-18 months

Work Environment:

NECA Education and Careers IT trainees work in a variety of workplaces and industries. If successful, you will be working within a corporate environment at the location of your Host Employer.

Key Accountabilities/Duties:

- Supporting and managing the network or database infrastructure.
- Provide assistance in testing new equipment and systems.
- Re-imaging, programming and coding.
- Installation, maintenance and removal of software systems.
- Coordinate system updates and replacement of older versions.
- Establish and control systems access and security.
- Helpdesk/Desktop support – Level 1 and Level 2.
- Customer Service – phone, email and in person.
- Provide training in system use and access.
- Manage stock relating to IT. This can be toners, cables etc.
- Liaising with external stakeholders.
- Maintenance of intranet and website pages.
- Keeping documentation and research up to date.
- Attend any workshops or classes as required by your Registered Training Organisation.
- Adhere to NECA Education and Careers s and your Host Employer Occupational Health and Safety guidelines.
- Attend any training sessions as required by your Host Employer.
- Data entry, filing and photocopying.

Please note that your duties are not limited by this position description and may also include other work as requested by your Host Employer. You may be supplied a specific position description applicable to the role you have applied for at interview stage.

Physical Requirements:

- Some heavy lifting may be required. This would be no more than 15kg. If there is a heavier weight involved, you will need to look at managing the lift i.e. 2 people, use a mechanical aid (trolley) or reduce the weight by emptying the box. If these options are unavailable to you, please do not lift unless you have spoken with an authorized Health and Safety Officer. If your Host Employer does not have one, NECA Education and Careers have a dedication OHS Coordinator.
- You may be exposed to hazardous material. Photocopier toner and cartridges are classified as hazardous. Please ensure you are trained correctly before attempting to replace a toner or cartridge and check the instructions beforehand and consult the Material Safety Data Sheet.
- Installation of networks, cables and new technology requires elements of working in confined spaces and tight situations. This may be under or behind desk space and small server rooms. This may require working on your knees to complete the work required.

Please note that this position description is a guide only. You will be supplied with a position description relevant to the role you have applied for only at second interview stage (meeting with our client).

By acknowledging this form, you accept that you are able to fulfill the duties and physical requirements of an Information Technology traineeship with NECA Education and Careers