

SKILLS

- Assist in providing helpdesk support to retail store POS applications and Support Centre staff.
- Provide workaround procedures for known issues and answer queries in an effective and timely manner to minimise or avoid down time.
- Provide advice, assistance and operational support to clients of the University's IT Services organisation.
- Staff service points on a rostered basis, including answering "17000" Helpdesk telephones
- Log, prioritise, categorise and monitor all user requests including, where necessary, referring requests to the correct resolver group within or external to the IT organisation.
- Respond to service requests logged in the IT Service Management tool and accurately update records.
- Perform routine tasks in the Computer Labs such as changing paper and toner in printers, shut down of PCs).
- Apply broad guidelines to effectively resolve user issues to enable the timely resolution of IT service issues.
- Customer service and information provision, including face to face and over the phone interactions.
- Knowledge and/or experience of Windows XP operating system and standard software applications including the Office suite of products, web browsers and e-mail. Knowledge and experience with peripherals including printers and scanners.
- Excellent oral communication skills, including the ability to explain complex technical issues to a variety of audiences.
- Ability to work as a team member
- Ability and willingness to work shift work
- Data entry
- Ability to teach advanced computer skills which includes planing lessons, researching new subject matter and tailoring it for each individual.
- Conduct administrative functions that include collection of money, reconciliation of tills, preparation of daily bank deposit, preparation and review of the stores weekly timesheet for payroll processing at head office, processing invoices, stock receivable, GRD processing and general secretarial duties.
- Experience interacting with clients of all ages.
- Photographing in a professional manner, while maintaining a friendly approach.
- Liaison between venues, bands and promoters.
- Creating effective advertisements for promotional use.
- Ensuring safety of patrons, contracted employees and artists.
- Allocation and distribution of payment to participating artists

EMPLOYMENT HISTORY

2007 - 2008: Muir Electrical Company

Position Held: Help Desk Support level 1

2007: IT Services University of Newcastle

Position Held: Admin Assistant to Peter Nikoletatos, CIO (Temp)

2007: IT Services University of Newcastle

Position Held: IT Rover

2007: Dr Thatcher

Position Held: Receptionist/ Administration

2006: Census - ABS

Position Held: Collector

2005: Forstaff - Centrelink

Position Held: Customer Service Representative

2004: Tutor

Position Held: Tutor

1998 - 2005: The Good Guys

Position Held: Administrator/Cashier

2001 - 2005: Santa Photos

Position Held: Photographer/Cashier

1998 - 2000: Target

Position Held: Floor staff

2000 - 2002: Alaura McPyle Enterprises (AME)

Position Held: Event Management, Partner.

EDUCATION

Tertiary:

2006-2007: Bachelor of Information Technology
Newcastle University

2003-2004: Advanced Diploma in Multimedia Design
Victorian University of Technology

2002: Certificate IV in Multimedia
Victorian University of Technology

Secondary:

2001: Completion of Folio Development Year
Swinburne Senior Secondary College

1995-2000: Victorian Certificate of Education
Pascoe Vale Girls' Secondary College

Referees:

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