



POSITION DESCRIPTION

Position Title:	IT Support Professional
Location:	Mt Helen (Ballarat), Victoria
Remuneration:	Negotiable dependent on experience, plus superannuation
Probationary Period:	This appointment is offered subject to the successful completion of a probationary period of 3 months
Time Faction:	Full-time
Applications Close:	13/02/2009
Send Application To:	argus@argusconnect.com.au or ArgusConnect Pty Ltd PO Box 691, Ballarat Vic 3353
Further Information:	Contact Ross Davey, CEO, 5335 2220 or see website www.argusconnect.com.au

Position Summary

The primary functions of the position are:

1. Providing first-level product support for Argus clients
2. Providing first-level installation support for Argus clients
3. Providing second-level support to front line Argus installers and technical support staff
4. Testing Argus product releases before deployment
5. Ensuring quality control processes are in place and followed for the above responsibilities

The appointee's primary role is provision of customer service.

Context

The Argus secure electronic messaging software is released as a packaged product to clients in the healthcare sector across all geographic areas of Australia. As such, ArgusConnect Pty Ltd must provide support for end-users such as senior healthcare professionals, technicians and other stakeholders as well as ensuring the dependability of the product by introducing a rigorous QC testing process prior to any formal version release.

Key Accountabilities

1. Provision of first-level product and installation support for Argus clients

The responsibilities of the help-desk involve the provision of remote technical assistance (telephone, email, or other) for Argus clients, such as assisting with remote configuration of Argus installations, troubleshooting typical networking problems, or retrieving technical information from a client machine. The role also requires effective response to Argus product enquiries.

Although the role will focus on first-level help-desk support, there may also be a requirement to provide on-site support or deployment for larger clients which will involve some interstate travel.

2. Provision of second-level support to external Argus installers and IT officers

The role requires provision of remote assistance to external technicians such as those who have completed a Certified Argus Installers course, or to technical staff employed directly by other organisations such as Divisions of General Practice to deploy Argus to medical practices throughout their regions.

3. Testing of Argus product releases in adherence with quality control processes

This activity requires diligent attention to testing processes to ensure that new version releases are bug-free prior to release to the market. Adherence to quality control processes is essential to this responsibility. This role works closely with the Argus development / programming staff.

Qualities and Abilities necessary

The position requires a person who is technically sharp and has the self-confidence to engage any problem with enthusiasm, determination and diligent attention to client needs.

The successful applicant should show initiative and ability to fast-track learning, in particular his/her knowledge of the Argus software.

Applicants should be able to demonstrate excellent communication and articulation skills.

An excellent phone manner, particularly patience, diplomacy and good humour where appropriate, is essential.

A focus on provision of customer service is mandatory.

Formal training and/or experience in IT/computing will be a distinct advantage.

Position Environments

Practical knowledge of, and experience in, the following environments will be highly sought:

- an understanding of internet technologies
- systems support and maintenance
- network environments
- Windows, Linux and Apple environments
- concepts of email protocols (POP3, SMTP, IMAP)
- software help-desk support in a real-time environment
- software testing in controlled environments
- conformance to predetermined processes and procedures in a work environment

Key Selection Criteria

1. Experience in remote, first-level customer support of client applications, by telephone or other means, in an IT environment
2. Technical experience in IT including internet technologies
3. Troubleshooting experience in network environments
4. Experience in systems support and maintenance
5. Experience in instigating and/or following procedures and processes
6. Ability to effectively communicate and articulate with clients of all levels
7. Ability to fast-track learning
8. Experience in working within a team environment

Positional/Organisational Relationships

The position is responsible to the Team Leader - Support and will work closely with other Support team members, the product development team, and business analysts.

Organisational Environment

ArgusConnect Pty Ltd is a leader in its field in Australia. The company provides services to enhance, deploy and support the Argus secure electronic clinical messaging product which was developed for healthcare providers to enable electronic exchange of patient clinical information.

ArgusConnect works closely with the clinical software industry, healthcare service providers, government health departments, and other healthcare organisations to encourage and support the standardisation of clinical information transport mechanisms as a solution to interoperability between clinical software applications and systems.

ArgusConnect is based on the Ballarat Technology Park, Mt Helen.

How to Apply

Your application must include:

- A statement addressing each of the **Key Selection Criteria**, to clearly demonstrate your ability to meet the objectives of the role. **Note:** read this Position Description carefully so you have a good understanding of what is required and remember to address the skills, knowledge and attributes that you have
- A General Resume

Applications can be forwarded by email to argus@argusconnect.com.au, or by ordinary post to ArgusConnect Pty Ltd, PO Box 691, Ballarat Vic 3353.

For enquiries please telephone 03 5335 2220.

Further information on the Argus product and ArgusConnect company can be found at www.argusconnect.com.au.