Position: Technical Support - Managed Services

Who we are:

Qirx is a 25-year-old Australian-owned systems integrator. We focus on providing tailored solutions in areas of IT infrastructure, virtualisation, security, storage, networking, backup and disaster recovery. Qirx partners with the most cutting-edge vendors such as Nutanix, Microsoft, Fortinet, Cisco, Extreme Networks and VMware to provide innovative infrastructure solutions to the Corporate, Government and Education sector within the ACT, NSW and VIC.

About the role:

Qirx is currently recruiting an additional full-time technical consultant into our Managed Services team in Canberra, ACT. Whilst the role is primarily in our Managed Service team, there will be opportunities for additional responsibility or to work across other business areas such as server infrastructure and cloud.

This role comes with significant opportunities for development across a broad range of technologies. This is an ideal position for a motivated person seeking long-term career growth within an organisation. When you start a position with Qirx we encourage you to grow to your full potential and deliver technical excellence. We recognise the key to our success is the happiness and success of our individual contributors and we foster this in each person. When you join our team, you are joining a caring and supportive organisation that will help you grow in a way which best matches your skills and interests.

What You'll Be Doing:

As part of our service desk team, you'll support clients and resolve IT issues quickly and efficiently. Your key responsibilities will include:

- Answering calls and responding to support tickets within our service desk team, working in shifts (early and late shifts during standard business hours).

- Logging and tracking work performed through our ticketing system (ConnectWise Manage).
- Resolving faults with end-user devices and back-end server infrastructure.
- Triaging and escalating issues to senior resources when required.
- Managing the entire support process for clients, ensuring issues are resolved to their satisfaction.
- Creating and maintaining documentation as needed.

We Are Looking for Someone With:

- A passion for technology and a willingness to learn and grow new skills.
- Enthusiasm to take on new challenges and contribute to the success of the team.
- Some exposure to IT support or troubleshooting (through studies, personal projects, internships, or previous roles).
- Excellent communication skills, both written and verbal.
- A proactive attitude with a “can-do” approach to problem-solving.
- A commitment to delivering excellent customer service.
- The ability to work independently and as part of a collaborative team, with minimal supervision when required.
- Availability to work outside of regular business hours when required.
- A commitment to team satisfaction, enjoyment, and culture.

Desirable Skills and Experience:

While not essential, the ideal candidate would have experience in the following areas and technologies. Please address your experience in these areas in your cover letter:

- Microsoft Windows workstations and servers.
- Microsoft Intune/EntraID.
- Microsoft Office 365.
- Virtualisation and HCI platforms including VMWare, Nutanix, AHV, and Hyper-V.
- Basic networking concepts and experience with routers, switches, or firewalls.
- Basic understanding of IT Security practices.

- Ticket management processes, lifecycles, and products such as ConnectWise Manage.
- Workstation, server, and networking hardware support.
- Software patching and endpoint management using tools such as NinjaOne.

How to Apply:

Please submit your **resume** and **cover letter** telling us why you would be the perfect fit for this role and company. Resumes without cover letters will not be considered. You must have full Australian working rights, an Australian driver license, and be an Australian citizen eligible for a government security clearance.