



Who we are:

Qirx is an Australian-owned system integrator focused on providing tailored solutions for our clients in areas of 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.

Who we are looking for:

Qirx is currently recruiting an additional full-time junior 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.

What you will be doing:

In this role you will be part of our service desk team, helping to support clients and resolve IT issues quickly and efficiently. Key responsibilities include:

- Answering calls and responding to support tickets within our service desk team, working in shifts (early and late shifts on business days).
- Logging and tracking work performed through our ticketing system (ConnectWise Manage).
- Fault resolution of end-user devices as well as back-end server infrastructure.
- Triage and escalation of issues to the senior resources where required.
- Managing the entire support process for clients, ensuring issues are resolved to their satisfaction.
- Create and maintain documentation where required.



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What We're Looking For:

This is a junior position, so we understand that you might not have direct experience with all the tools or technologies we use. However, we are looking for candidates with:

- A passion for technology and a willingness to learn new skills.
- Some exposure to basic IT support or troubleshooting (through studies, personal projects, internships, or previous roles).
- Strong communication skills (both written and verbal), as you'll be interacting with clients and the team regularly.
- A proactive attitude, with a "can-do" approach to problem-solving.
- A commitment to delivering excellent customer service.
- The ability to work both independently and as part of a collaborative team.
- Enthusiasm to take on new challenges and contribute to the success of the team.
- Availability to work outside of regular business hours when required.
- A demonstrated capability for punctuality and presentation.

Desirable Skills and Experience:

Although not essential, the ideal candidate would have experience in most of the following areas and technologies. Please address your experience within these areas in detail in your cover letter.

- Microsoft Windows workstations and servers.
- Microsoft Intune.
- Microsoft Office 365.
- Virtualisation and HCI platforms including VMWare, Nutanix, AHV and HyperV
- 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.

To be eligible for this role, you need An Australian drivers license and Australian citizenship (to meet the requirements for government security clearance). This role will require the applicant to maintain a government security clearance and as such an Australian citizenship is **mandatory**. Unfortunately, non-citizens cannot be considered for this role.

Application Process:

Please submit your resume along with a cover letter discussing your suitability for the role as per the above criteria. An application with a good cover letter is more likely to be successful even if you don't necessarily fulfil all requirements above, so please let us know what your strengths are in your letter. An application without a cover letter is unlikely to be considered.



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