



## **IT SUPPORT OFFICER. CAIRNS, AUSTRALIA**

**Weclome aboard!**

### **Who We Are**

Skytrans Australia is an Australian airline providing regional Regular Public Transport (RPT), ACMI (Aircraft, Crew, Maintenance, and Insurance), and Charter services, connecting communities across the country. The airline operates a fleet of 11 aircraft, including Dash 8 turboprops and Airbus A319 jets. Skytrans Australia is part of Avia Solutions Group, the world's largest ACMI provider, operating 142 aircraft across 6 continents and delivering a wide range of aviation services, supported by over 11,000 professionals across more than 250 subsidiaries worldwide.

### **About the Role**

We are looking for a skilled IT professional to join our Head Office team in Cairns. Reporting to the Head of IT, you will provide Help Desk support to Head Office and regional bases, manage day-to-day ICT activities, and contribute to a variety of technology projects. We are seeking a proactive team player who thrives in a fast-paced environment and enjoys solving problems.

No two days are the same in aviation. This role offers the opportunity to work across a broad range of ICT support functions while helping drive ongoing technology improvements across the business. This full-time position operates Monday to Friday with flexible working hours. Occasional after-hours support may be required to assist with projects, operational requirements, or emergency situations.

### **What You Will Do:**

Reporting to the Head of IT, the role will typically see you:

- Administration of systems including Azure Active Directory, Exchange Online, SharePoint
- Provide a wide range of ICT support and advice to up to 230 employees via face-to-face and remote methods:
- Installation, configuration, operation and maintenance of hardware, software and related infrastructure
- Troubleshooting problems, issues and faults, and liaising with providers to resolve them
- ICT purchasing and asset register maintenance
- Assistance with/delivery of projects as required
- Contribute to the development and maintenance of ICT policies and procedures

- Occasional travel to other base locations as required

### **What You Need to Succeed:**

- Previous experience in a similar role within a medium to large organisation, utilising the systems outlined above and operating in a fast-paced environment
- An ability to deliver on the functions of the role as mentioned above
- A positive can-do attitude, with the ability to multi-task, work effectively under pressure, and meet deadlines.
- Exceptional verbal and written communication skills, with an approachable manner and the ability to provide clear advice and support.
- Proven ability to build and manage client relationships
- Ability to work autonomously as well as part of a broader team

### **How to Apply**

If you are passionate about IT and meet the above criteria, we want to hear from you! Apply now to join a team dedicated to delivering excellence in technology support and solutions by submitting your resume and cover letter.

Please note: Due to the volume of applications, only shortlisted candidates will be contacted. Applicants must have the right to live and work in Australia and be able to successfully complete pre-employment and ongoing medical, drug and alcohol screening requirements. Skytrans Australia is an equal opportunity employer committed to inclusive and fair recruitment practices. We strive to provide a respectful and accessible recruitment process for all candidates. If you require any adjustments throughout the recruitment process, please let us know so we can support your application.

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Queensland-based Australian airline, providing seasonal alternatives to Europe and empowering Avia Solutions Group's ACMI services in the Asia-Pacific.