



ICT SUPPORT OFFICER. CAIRNS, AUSTRALIA

Welcome aboard!

Who We Are

SmartLynx Australia (formerly Skytrans), an Australian passenger airline and part of Avia Solutions Group, operates 13 regional aircraft specialising in Regular Public Transport (RPT), charter, and ACMI (Aircraft, Crew, Maintenance, Insurance) services across the Asia-Pacific. As the Group's first ACMI provider in Australia, SmartLynx Australia is supported by the world's largest ACMI fleet of 221 aircraft and 14,000 aviation professionals worldwide.

About the Role

As our business continues to grow, we are looking for a skilled ICT professional to join our Head Office team in Cairns. This is a varied role, offering a mix of day-to-day responsibilities and weekly project work. While responding to customer enquiries is a key part of the position, you will also be expected to manage routine tasks and contribute to ongoing ICT projects.

We are seeking a self-motivated individual with a proven track record across a range of ICT support activities. Reporting to the ICT Manager, you will act as the first point of contact for Help Desk queries, delivering face-to-face support at Head Office and remote assistance to our regional ports and bases. Aviation is fast-paced, and no two days are ever the same. Ideally, you are a confident ICT professional with extensive experience, able to adapt quickly and consistently deliver results.

This full-time role operates Monday to Friday, with an early start preferred.

What You Will Do:

Reporting to the ICT Manager, 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 200 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 using the systems mentioned above
- An ability to deliver on the functions of the role as mentioned above
- A positive can-do attitude and the ability to multi-task and meet deadlines
- Exceptional verbal and written communication skills. You will be an approachable person with the ability to communicate appropriate help and advice
- 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 received, only shortlisted candidates will be contacted. Applicants must have the right to work in Australia and successfully pass pre-employment and continuing medical, drug, and alcohol pathology screening. SmartLynx Australia is committed to equal opportunity employment through fair recruitment practices.

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