Systems Support Coordinator
Updated November 2018

Position:	Systems Support Coordinator (National Office)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, Head of Shared Services
Start date:	January 2019
Probationary period:	6 months from original start date
Location:	Melbourne
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri), and at other reasonable times as workload requires. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering
Salary:	To be discussed at interview stage
Phone allowance:	$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 2000 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Your new role:

As an integral member of the Shared Services team, you will be a troubleshooting dynamo who gets a kick out of 'hacking' existing system processes and functionality to better serve the needs of the business and our team and to ensure we are using our systems to their fullest capacities. You will also derive pride and satisfaction from providing an exceptional level of customer service to members and colleagues, empowering them through a consultative style of technical support focussed on continuous systems improvement, embedding best-practice and ensuring consistent and effective user behaviour.

The Shared Services team is part of Hub's National team and encompasses Systems, Accounts, Human Resources and Impact (did we mention we're a B-Corp?). Essentially, the Shared Services team manages the business of the business...and the business is growing!

In support of this growth you will be called on to provide insight into prevalent issues, identify opportunities to better leverage system functionality, enhance useability and streamline processes. As the central point of contact for systems pain-points and the liaison between end users, project and department managers and software vendors your insights will be pivotal in guiding the prioritisation of system upgrades and improvements.

Technical and desktop support, documentation and training

- Supporting day-to-day operations of software applications by providing technical assistance to users and guiding them through corrective steps to resolve support ticket requests within agreed timeframes.

- Troubleshooting problems and researching technical solutions, escalating issues to the Systems Lead or vendors where needed.

- Assisting in the development of training programs by identifying prevalent user issues that can be mitigated through improved training materials or approaches and making recommendations in relation to best-practice user behaviour.

- Developing written documentation, internal operating procedures and end user instructions and providing training to users.

- Living and breathing our values: Collaborative, Adaptable, Resourceful, Accountable and Beyond profit.

Onboarding and system administration

- Onboarding new team members, creating their accounts and granting access to systems in accordance with operational policies and delegated authority frameworks.

- Managing the administration of all our software systems, including internal and external-facing systems.

- Maintaining our filing systems, ensuring effective security and access permission controls, monitoring for access breaches and implementing the data retention policy.

- Maintaining and further developing the Zendesk ticketing system to streamline the processes around issue notification, resolution and reporting.

- Monitoring the use of unapproved applications to identify unbudgeted expenditure.

Monitoring system performance, software upgrades and process improvements

- Monitoring system performance, identifying problems, recommending changes and liaising with software vendors regarding issue resolution, maintenance and upgrades.

- Working collaboratively with users from across all areas of the business to provide subject matter expertise in defining business requirements and system capabilities and implementing process and systems improvements.

- Communicating effectively with teams to inform them of upcoming works and coordinating end user testing and feedback.

Important metrics:

- Achieve target SLAs for support ticket requests

- Meeting project deadlines for any systems maintenance or upgrade works

- Positive reviews from colleagues on your performance in providing systems support.

What you'll need:

- 2+ years experience in a customer-facing support role (strong interpersonal skills a must)

- 2+ years experience in a technical troubleshooting / critical thinking / problem-solving

- Certificate IV, Diploma or Advanced Diploma in an IT or business related field

- Exceptional time management and workload prioritisation skills with the ability to juggle multiple tasks, deadlines and stakeholders

- The ability to read, understand and follow and create application specific documentation of procedures and instructions

- The ability to communicate technical concepts and ideas to users of varying levels of technical competence both verbally and in writing

- First-class customer services skills with the ability to remain cool, calm and collected under pressure and to retain a sense of humour no matter what.

What you'll be rewarded with:

- Being a key member of an energetic, dynamic and fun national team who stand for more than their bottom line

- Being part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world

- Having access to a personalised training and professional development program to grow your skills and career

- Being supported to make social and environmental impact with paid volunteer leave each year

- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

All this while working in one of Australia's most beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Systems Support Coordinator in the headline. We look forward to hearing from you.