**Digital and upcoming**

* **Industry:** Specific IT Network Professional Skills
* **Target employee:** Indigenous Australians
* **Tone of voice:** Informal

**How to use this template:**

* Areas highlighted in **red** are customisable fields – enter the finer details of your available position or choose the suggested options that best represent your specific needs.
* Remember that including examples of who you are and what you do in the form of video links, images or links to online workplace policies/ samples of your work is an effective and valuable way to personalise your business and attract the candidate you wish to employ.
* **Refer to our Best Practice Job Ad Tips for** [**specific advice here**](https://skillsroad.com.au/content/dam/nswbc/skillsroad/employer-pages/best-practice-tips-attracting-indigenous-australians.pdf)**.**

**Position available: ENTER POSITION HERE**

**COMPANY DESCRIPTION**

Do you enjoy change, love getting your hands-on new gadgets and interesting tech and thrive on finding quick and clever solutions to tricky challenges? The ever-evolving world of Information Technology has a place for you!

[Insert business name here] is a family oriented/ up-and-coming/ passionate/ well-established business with more than 15 years’ worth of IT experience in the [insert area] community. We make our customers’ lives easier by delivering quality work, making it that much easier for them to deal with the often-baffling challenges of making and keeping their businesses tech (and future) friendly.

We work on a variety of projects, including [insert details here]. Bonus: You’ll be able to discover the ins and outs of new tech solutions before anybody else!

We embrace a culturally diverse workforce and continuously learn from the experiences our people bring to our team. As such, we acknowledge the traditional custodians/ [OR insert the actual name and tribe of the area’s traditional custodians, such as “The Cadigal of the Eora Nation”] of the land on which we work and live. We recognise their continuing connection to the land, and pay our respects to the elders past, present and emerging.

We encourage First Nations people/ Australians of Aboriginal and Torres Strait Islander descent/ Indigenous Australians/ Aboriginal and Torres Strait Islander people to apply for this role – we would love to hear from you.

We’re proud of the following projects/ achievements/ awards:

* Insert any projects or awards here

[ADD A COMPANY VIDEO OR VISUALS HERE, ESPECIALLY THOSE THAT FEATURE THE TYPES OF EMPLOYEE YOU ARE TARGETING, OR LINKS TO PRESS/ COMPANY POLICIES YOU’D LIKE TO DISPLAY]

Our role is for a full-time/ part-time/ trainee/ apprentice based in [insert details here]. It’s the perfect opportunity to start working towards your long-term career goals, so let’s get to it.

**ROLE SUMMARY**

We’re looking for an entry-level apprentice in IT Network Support to:

* Develop, design and coordinate on [project details here]
* Provide input on projects
* Identify issues and communicate them clearly to your team members
* Provide professional and high-quality service to our clients
* Communicate with customers and clients in a friendly, clear way
* Participate effectively in WHS communication and consultation processes
* Implement and monitor environmentally sustainable work practices
* Work and communicate effectively in an ICT environment
* Create user documentation
* Install and optimise operating system software
* Run standard diagnostic tests
* Operate application software packages
* Implement system software changes
* Customise packaged software applications for clients
* Use advanced features of computer applications
* Develop macros and templates for clients using standard products
* Connect internal hardware components
* Care for computer hardware
* Maintain equipment and software
* Provide basic system administration
* Evaluate characteristics of cloud computing solutions and services
* Migrate to new technology

**ABOUT YOU**

While each member of our team is hand-picked for their personal attributes and how their skills complement those of their co-workers, we’re not afraid to think outside the box if a potential team member has skills that can help us grow in a new direction. We are willing to be flexible and work with you in the areas you need support. (Not a people person? We got you.)

We need someone who is patient, calm, organised and has a good eye for detail. Enjoying all things tech is a definite plus! If the role sounds like you even if you don’t tick all the boxes below, please apply.

**ESSENTIAL SKILLS**

We need you to:

* Commit to an IT Network Support apprenticeship/traineeship
* Be motivated to learn
* Interact effectively and provide feedback during meetings with team members
* Be customer-service orientated
* Be safety conscious
* Be reliable and punctual
* Be able to think creatively
* Be calm and organised under pressure
* Have a Certificate in xxx
* Have a Diploma in xxx
* Have access to a reliable source of transport
* Have a valid Australian Working Visa
* Be detail-orientated

**DESIRED SKILLS**

We’d like you to:

* Love learning
* Enjoy brainstorming solutions to interesting logical puzzles and challenges
* Have a positive attitude
* Manage your time well
* Have basic admin skills
* Be able to work without supervision
* Be interested in your work
* Be adaptable
* Be reliable and punctual
* Be motivated to learn
* Be growth-oriented
* Be self-motivated
* Be honest and hardworking
* Be keen to complete an apprenticeship/ traineeship
* Take pride in your work

**BENEFITS**

Building a good team is important to us, and we value input from our people to help us improve. We know that your talent and passion add value to our business, which is why we offer you:

* Regular team meetings that give you a say in shaping our workplace culture and expectations in a positive and supportive way
* Support for career growth and development through mentorship and training opportunities
* Flexible working options depending on need
* Access to support services such as [insert internal support offerings or programs]
* An open, collaborative communication structure
* Staff development plans that focus on honing your transferable skills
* On-the-job guidance and training
* Development plans that focus on skills and VET training
* A competitive salary package that includes [insert details here]
* Fair wages that include [insert details here]
* Easy access to public transport hubs, including [insert details here]
* Access to company transport vehicle
* Maternity/ paternity leave
* Sick leave
* Annual leave
* Carer's leave
* A chance to make a difference and add value to your community
* A focus on maintaining a healthy work/life balance
* In-office health programs
* Access to mental health support services for all team members and their families
* We believe in work-life balance. We work hard, but family is priority.
* We do great work with awesome clients
* Working with a good team improves your quality of life
* Clean, tidy and safe working environment
* Opportunity for genuine career advancement with managerial potential
* We supply you with a van/ tools/ safety gear, equipment/ uniform/ phone/ device/ laptop for work use
* A culturally diverse workplace – we celebrate difference
* Access to day-care/childcare facilities

**INTERNAL CULTURE**

We value and respect our diverse team and want them to feel supported and safe to flourish in their work. We’re all about communication, and we feel it is important to take all team opinions and suggestions on board and discuss the best way forward. We actively support and work towards:

* Pay equity
* A sustainable, green workplace, because we care about people and our planet
* Improving education in our community by [insert info here]
* Giving back to the community by supporting causes/ charities such as [insert info here]
* Empowering women by [insert info here]
* Empowering Indigenous Australians by [insert info here]
* Following ethical business practices such as [insert info here]

We do not tolerate any discrimination, harassment or bullying on the grounds of gender, sexual orientation, language, race, colour, age, cultural background, religion or physical or mental disability. Our workplace is a respectful, supportive environment for all team members.

We are open and transparent about who we are and encourage discussion on issues that affect our employees. When you become part of our team, you become part of our family.

Read more about our policies here. [Insert policy link, or a link to relevant website page]

Feel like this might be the beginning of a wonderful career relationship, and want to find out more? We encourage a visit to our business to get a feel for who we are. Simply phone [insert details here] to set a date and time.

Happy with the info you already have? APPLY NOW/ Send your CV/ Send your resumé/ Phone [insert name here] at xxxx/ email [insert name here] at xxxx and begin your journey. We'll be in touch via phone for a quick chat if we like the look of your CV, to set up and interview that suits you best.

[ENDS]