

Position Description

Position Title:	IT Support Officer
Business Group:	ASQ Corporate Services Pty Ltd
Department:	Information Technology (IT)
Reports to:	IT Systems Manager
Classification:	Award Free

Company Overview

ASQ is a locally owned, family-operated business, servicing Central Victoria since 1970. ASQ has five divisions: ASQ Allstone Quarries, ASQ Premix Concrete, ASQ Garden & Landscape, ASQ Assets and ASQ Corporate Services. This diversity enables ASQ to provide products, expertise and solutions for a wide range of domestic, commercial and industrial projects, both locally and throughout Victoria, and requires a varied range of skilled, capable employees, committed to ensuring the high standard of service ASQ provides to local communities.

The ASQ Corporate Services division brings together key business support functions, including Contract & Trade Sales, Finance, IT, HR, Business Processes, and Safety. These teams work collaboratively to provide strategic and operational support across the organisation, enabling the business to deliver on its goals effectively and efficiently.

Primary Purpose of the Position

Reporting to the IT Systems Manager, the IT Support Officer (Level 1–2) provides responsive, customer-focused IT support across ASQ. The role is responsible for troubleshooting technical issues, supporting end-user devices and systems, managing service requests, and assisting with IT operations and projects.

This role plays a key part in maintaining the reliability, security, and performance of ASQ's technology environment while delivering a positive user experience across all sites.

Key Responsibilities

1. Compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)]:

- Adhering to all ASQ policies and procedures and IT governance requirements
- Ensure all operations comply with the company's environmental objectives.

2. Accountabilities:

IT Support & Service Delivery

- Provide first and second level IT support to users across all ASQ sites
- Respond to and resolve incidents and service requests in a timely manner
- Troubleshoot hardware, software, network and system issues
- Provide user support across desktop, mobile and cloud environments

End-User Systems & Devices

- Support Microsoft environments including Windows, Microsoft 365 and Active Directory
- Assist with user account management, access, and password resets
- Maintain and support laptops, desktops, printers, and mobile devices
- Support meeting room technology, AV equipment and site communications and security systems

Device Deployment & Asset Management

- Assist with workstation setup, deployment, and configuration
- Maintain accurate asset registers and IT inventory
- Support lifecycle management of IT hardware and equipment

Systems, Security & Access

- Manage user provisioning, de-provisioning, and access in line with policies
- Update roles, permissions, and system access for onboarding, offboarding, and role changes
- Maintain accurate access records
- Support implementation of security practices including MFA and endpoint protection
- Escalate security risks and system issues to the IT Systems Manager as required

Projects & System Changes

- Support IT projects including system upgrades, rollouts and implementations
- Assist with testing and deployment of new technologies or updates
- Work with internal stakeholders to support system changes and improvements

Documentation & Continuous Improvement

- Maintain IT documentation, knowledge articles and user guides
- Contribute to continuous improvement initiatives and system enhancements
- Assist with basic automation and process improvements where applicable

3. Direction, management and autonomy

- Work under direction of the IT Systems Manager delivering day-to-day support
- Resolve routine issues independently; escalate complex matters
- Provide reliable, customer-focused IT support
- Handle more complex tasks and assist with system administration (Level 2 support)
- Support projects and continuous improvement initiatives
- Work collaboratively while managing tasks independently

Key Selection Criteria

1. Experience in an IT support or service desk environment
2. Demonstrated troubleshooting and problem-solving skills
3. Experience supporting Microsoft environments (Windows, Microsoft 365)
4. Exposure to Active Directory, Intune, MFA or similar systems (preferred)
5. Flexibility to travel between all ASQ sites

Education, Certification and Licenses required:

6. Cert III or Cert IV in Information Technology or related discipline (desirable)
7. Valid driver's license

Personal skills/ attributed required:

8. Safety-conscious
9. Strong work ethic
10. Fit for work, according to the position
11. Strong customer service and communication skills
12. Ability to prioritise and manage multiple tasks effectively
13. Attention to detail and strong organisational skills
14. Ability to work both independently and as part of a team
15. Proactive and continuous improvement mindset
16. Ability to work under pressure and meet deadlines

Key contacts

- IT Systems Manager

- Other ASQ management and workers
- Suppliers/ Vendors

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.