IT SUPPORT OFFICER
EVO Power Pty Ltd
Bayswater, Melbourne VIC
Full time

ABOUT US

EVO Power is a leader in battery energy storage technology, delivering fully integrated Battery Energy Storage Systems (BESS) for commercial, industrial and utility-scale energy projects across Australia.

Combining proven technology with industry-leading engineering expertise, we help organisations reduce energy costs, improve energy reliability and support a more sustainable future.

Partnering with private and public sector organisations, EVO Power empowers customers to achieve their energy goals and Power Your Way to a renewable future. We are ISO certified across Quality, Occupational Health & Safety and Environmental Management Systems, reflecting our commitment to excellence, safety and continuous improvement.

THE OPPORTUNITY

Reporting to the **People & Culture Manager**, the IT Support Officer will provide first-line technical support to employees across the business, ensuring reliable and efficient operation of IT systems, hardware and software.

This hands-on role offers the opportunity to work across a broad range of technology functions, including user support, device management, system administration, onboarding and offboarding, and IT troubleshooting. You will be part of a growing organisation where your contribution has a direct impact on employee productivity and business success.

KEY ACCOUNTABILITIES

- Provide technical support and troubleshooting for hardware, software, and network-related issues across Windows and Apple devices.
- Manage and maintain IT systems to ensure optimal performance, security, and availability.
- Assist in the installation, configuration, and maintenance of workstations, peripherals, and network devices.
- Manage IT asset procurement, maintain an updated inventory, and track hardware purchases and maintenance records.
- Develop and maintain IT support documentation, standard operating procedures, and knowledge base articles.
- Provide remote and on-site IT support for end users, ensuring minimal downtime and fast issue resolution.
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- Work closely with internal teams to implement innovative IT solutions and enhance support processes based on user feedback.
- Develop and deliver IT training sessions and collaborate with the IT Security Specialist on cybersecurity awareness and training programs.
- Support cloud-based technologies, including Microsoft 365, Azure Active Directory, and VPN solutions.

ABOUT YOU:

- Minimum 1 year of experience in IT support, managing a large volume of users.
- Strong troubleshooting expertise across Windows, Office 365, Mac, Azure Active Directory, and VPN solutions.
- Solid understanding of networking protocols, security best practices, and cloud-based technologies.
- Experience in hardware and software installation, configuration, and maintenance.
- Excellent problem-solving skills with the ability to diagnose and resolve technical issues efficiently.
- Strong communication and interpersonal skills, with the ability to collaborate across departments.
- Experience with Atlassian products such as Jira, Confluence, and Guard (Preferred).
- IT certifications (such as CompTIA A+, ITIL, or equivalent) are a plus.
- Bachelor's degree in computer science, IT (preferred)
- Experience with Microsoft INTUNE (preferred)

WHY JOIN EVO POWER:

- Flexible working arrangements.
- Be part of a growing organisation helping shape Australia's energy future.
- Gain exposure to a broad range of technologies and business systems in a hands-on IT support role.
- Work closely with employees across all areas of the business and make a real impact on day-to-day operations.
- Enjoy ongoing learning, professional development and opportunities for career progression.

OUR CULTURE:

At EVO Power, we are committed to creating a workplace where people feel valued, respected and supported. As an equal opportunity employer, we celebrate diversity and are dedicated to fostering an inclusive environment where everyone can thrive. We encourage collaboration, continuous learning and professional growth, and are proud of the positive culture we continue to build across our teams.

EVO Power Pty Ltd.

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Bayswater, VIC 3153

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HOW TO APPLY

If you are a customer-focused IT professional looking to grow your career with a leading renewable energy company, we'd love to hear from you. Please submit your resume and cover letter to hr.au@evopower.com.

For enquiries, please also contact hr.au@evopower.com.

Recruitment agencies, please do not contact us regarding this position.

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