

## **IT SUPPORT OFFICER**

EVO Power Pty Ltd  
Bayswater, Melbourne VIC  
Full time – 6 month contract

## **ABOUT US**

EVO Power is a leader in energy storage technology and innovation that enables the electrification of large commercial and small utility projects with a fully integrated Battery Energy Storage System (BESS). Engineered to overperform for a high return on investment, our solutions open opportunities for private and public organisations to lead the change to a renewable energy future.

EVO Power is a leading Battery Energy Storage System manufacturer and software delivery group. The organisation manufactures, integrates and assembles batteries within its Bayswater factory and provides project delivery and service capabilities. The role is instrumental in leading the organisation to new levels of customer satisfaction, creating consistent processes, insight into the performance of the BESS fleet and the expansion of the service division as the organisation grows.

## **THE OPPORTUNITY**

Reporting to the IT Security Specialist, the IT Support Officer assists in providing technical support and maintaining IT systems across the organisation.

**We are seeking someone for this 6-month contract role** to help ensure smooth operation of hardware, software, and network infrastructure while supporting end users.

## **KEY RESPONSIBILITIES**

- 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.
- 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.

## QUALIFICATIONS

- 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)

## CULTURE

- To promote diversity and equality of opportunity in all EVO Power's work and practices.
- To assist in building a staff culture where everyone is valued and equipped to do their job.

## INTEGRATED MANAGEMENT SYSTEM (IMS) RESPONSIBILITIES

EVO Power is an ISO certified organisation and has responsibilities to ensure ongoing adherence to our internal management systems.

As an IT Support Officer, this role is required for you to be responsible for fulfilling all applicable duties under EVO Power's Integrated Management System (IMS) to ensure compliance with ISO 9001:2015 (Quality Management Systems), ISO 14001:2015 (Environmental Management Systems), and ISO 45001:2018 (Occupational Health and Safety Management Systems).

## HOW TO APPLY:

If you are interested in this job position, please send your **CV and a Cover Letter** explaining your relevant experience to this position to [hr.au@evopower.com](mailto:hr.au@evopower.com) and for enquiries, please also email [hr.au@evopower.com](mailto:hr.au@evopower.com). Note: Recruiters please do not apply.