Title: IT Endpoint and Infrastructure Support
Reports to: IT Operations Manager

Job Purpose

Deliver responsive, high-quality end user, endpoint and infrastructure support across all dealerships, with a particular focus on modern endpoint management, standardised deployment and stable site technology. Provide secondary support and coverage across business systems.

The role is designed on an approximate 80/20 basis: 80% end user, endpoint and infrastructure support as the primary accountability, and 20% secondary coverage of business systems. Coverage duties are intended to provide continuity during peak workload and absence, and are not a full dual-role expectation.

This role participates in a shared IT service desk model, where IT team members contribute to ticket triage, resolution, escalation, documentation and requester communication in the IT Helpdesk System FreshService. While the role has defined primary accountabilities, it is expected to provide reasonable cross-coverage across related IT support areas to maintain service continuity, support agreed SLAs and reduce single-person dependency.

This role operates across the following platforms. The environment evolves, and the role is expected to keep pace with changes.

- Identity & endpoint: Hybrid Active Directory / Microsoft Entra ID, Microsoft Intune, Microsoft 365, BeyondTrust
- Infrastructure & network: Microsoft Azure; Palo Alto core firewall with GlobalProtect VPN; Meraki site firewalls; UniFi switching and firewalls; Starlink and mobile fleet
- IT tooling: FreshService
- Business systems (secondary): Dealer Management System (Voyager, Intellidealer), Dealer Portals, SharePoint, Power Platform

Key Position Accountabilities

End User Support

- Act as the primary internal owner of end user, endpoint and infrastructure support tickets within the IT service desk queue and a key point of contact for related support requests.
- Share responsibility for triaging, resolving, escalating, documenting and communicating ticket updates in FreshService in line with agreed SLAs and processes, with primary ownership of end user, endpoint and infrastructure support tickets.
- Coordinate with the third-party managed service provider where escalation or support is required.
- Create and maintain knowledge base articles to support first-contact resolution.

Endpoint Management & Deployment

- Manage endpoint deployment and provisioning through Microsoft Intune and Autopilot, including enrolment, build standards and zero-touch deployment processes.
- Maintain endpoint configuration and compliance policies, including device settings, configuration profiles, compliance reporting and remediation.
- Package, test and deploy software to managed endpoints in line with business requirements and change processes.
- Manage software and endpoint update processes, including patch deployment, update compliance monitoring and remediation of non-compliant devices.
- Maintain endpoint security configurations and baselines in line with agreed security standards.

Hardware & Asset Lifecycle

- Manage device assignment, deployment, collection and asset records for PCs, mobiles, tablets and peripherals.
- Coordinate repairs, warranty claims, RMA workflows and secure disposal of retired ICT equipment.
- Maintain asset register accuracy and provide input to refresh planning and procurement requirements.

Infrastructure Support

- Assist with administration, monitoring and documentation of network and security infrastructure across all sites, including firewalls, switching, wireless, IP schemas and topology diagrams.
- Perform approved infrastructure changes as directed, including network, firewall, VPN, wireless, connectivity and related site technology configurations.
- Maintain site and remote staff connectivity across the dealership network using NBN, Starlink, 5G and other available technologies.
- Perform backup verification, assist with scheduled disaster recovery testing, and action or escalate monitoring and cyber alerts in line with agreed procedures.

User Access Operations

- Execute onboarding and offboarding procedures across hybrid Active Directory and Entra ID, Microsoft 365 and internal systems.
- Support identity and access management processes, including user access requests, approvals, changes, and auditability across core systems.
- Ensure identity changes are logged and auditable, and provide records to support quarterly access reviews.
- Execute privileged access changes, including BeyondTrust, Azure and M365 following approval by the IT Operations Manager, who retains approval authority for all privileged access.

Site-Level Technology Readiness

- Maintain meeting rooms and shared technology, including Microsoft Teams Rooms.
- Support field service devices, ensuring connectivity and compliance.
- Perform periodic site ICT checks and report findings to the IT Operations Manager.
- Assist with ICT fit-outs for new branches, relocations and upgrades.

Team Support & Coverage

- Maintain sufficient working knowledge of core business systems to perform basic business-as-usual support and coverage.
- Provide agreed secondary triage, resolution, escalation and requester communication support for business systems tickets during planned leave, unplanned absence, peak demand or scheduled coverage periods, as directed by the IT Operations Manager.
- Shared service desk responsibilities do not remove the role's primary 80/20 accountability; workload allocation, prioritisation conflicts and escalation pathways are managed by the IT Operations Manager.
- Escalate business systems work beyond business-as-usual to the IT Operations Manager or appropriate support owner.
- Assist IT Business Systems Support with escalations relating to end user, endpoint and infrastructure support.

Administration

- Comply with ICT policies, procedures and standards as set by the Global Innovation Manager and maintained by the IT Operations Manager.
- Maintain accurate records, documentation and knowledge base content for endpoint, infrastructure and site technology.
- Carry out other tasks and assist others as directed by your manager.

Reports

- Provide input to monthly ICT performance reporting, including tickets, SLA attainment, recurring issues, asset accuracy, endpoint compliance and site ICT checks.
- Report site ICT check findings, infrastructure risks and recurring endpoint issues to the IT Operations Manager.

Professional Development

- Maintain current knowledge of the platforms in scope for the role, including vendor roadmap and product changes.
- Identify and propose improvements to systems, processes and tooling based on emerging capability.
- Participate in training and development opportunities agreed with the IT Operations Manager.

Scope of Authority
Operational

- No independent purchasing or financial commitment authority; procurement requests are raised through the IT Operations Manager.
- Authority to action approved changes, access requests and configuration within documented procedures and agreed standards.
- Recommend changes outside agreed standards, or affecting core infrastructure or business system configuration.

Meetings

- Attend and contribute to scheduled ICT team meetings.
- Participate in project, change and vendor or managed service provider meetings as required.
- Attend branch and site meetings as requested to support ICT readiness and user needs.

Work Safety

- Comply with all requirements of the applicable Work Health and Safety (WHS) legislation, relevant codes of practice, and company WHS policies, procedures, and systems.
- Take all reasonable care to protect personal health and safety and that of colleagues, customers, contractors, and visitors, including but not limited to promptly reporting hazards, incidents, injuries, and near misses, participate in WHS consultation and training and follow reasonable WHS instructions.
- Work with others to maintain the dealership, office, and yard in a clean, tidy, and safe condition.

Commitment to uphold and champion the O'Connors' Core Values.

Key Performance Indicators

Department

- Assigned tickets resolved within agreed SLA ≥90%.
- Asset register accuracy ≥95%.
- Intune device compliance ≥95%.
- Device refresh plan adherence ≥95%.
- Mandatory compliance and WHS training completed by required dates.
- Agreed cross-training and business systems coverage capability maintained.