



# WE ARE NOW HIRING!

SUPPORT ENGINEER

## ABOUT PROTECHT:

Our mission is to assist our client's in the achievement of their objectives through better risk-based decision making.

We are a leader in the delivery of risk management training, advisory services and enterprise risk management software (Protecht.ERM) and have been operating since 1999 in Australia and New Zealand. We are used by some of the most recognised corporate brands and government agencies in Australia.

As a working culture, we are agile and promote personal accountability. We care about our people and encourage an open and collaborative working environment. We respect each other's skills, differences and are committed to diversity and inclusion.

## ABOUT THE ROLE:

Due to our growth, we have an opportunity for a motivated full-time Support Engineer to join our support team based in the Sydney CBD. As a Support Engineer, you are the friendly first point of contact with our customers with issues affecting their services.

You will provide them with world class customer service, troubleshooting and technical support.

Full training in risk management disciplines and our product offering is provided, along with direct access to industry experts.

This role will report to the Director, Technical Support.

## WORKING AT PROTECHT MEANS YOU WILL HAVE:

- Collaborative, friendly and open culture
- Opportunity to grow- if you want to progress, we will support you!
- A true flexible working environment
- Your Birthday off
- Fruit at work
- Friday night drinks (and this means soft drinks too)
- Regular out of the office social events (minimum monthly!)
- Fun monthly company meeting
- Employee Assistance Program
- And so much more in the works!

## YOU MUST HAVE:

- Experience with Java/J2EE, Tomcat or other Web Technologies.
- Desktop/Systems Knowledge and exposure.
- Exposure to Databases and SQL.
- An understanding of Business Intelligence.
- Strong listening, problem-solving and analytical skills.
- Exceptional verbal and written communication skills.
- A motivated, proactive and positive approach.

## YOU MUST BE:

- Be passionate about problem-solving.
- Customer-centric approach to everything you do.
- Quality focused with a strong attention to detail.
- An Australian citizen or have a demonstrated right to live and work permanently in Australia.

## IT WOULD BE GREAT IF YOU ALSO HAD:

- Risk Management experience or interest.

This position has everything - loads of variety, a fun and friendly team, plenty of people contact. It's the perfect role for 'a real people person', keen to take on a position offering full training, autonomy and continual learning opportunities.

If you're ready to make a difference and be involved with a fantastic team look no further.

## **THE INTERVIEW PROCESS:**

We are looking for an immediate start date but more importantly, we are looking for the right person.

- Phone screen
- 1st Interview
- 2nd Interview with role play
- Background checks
- Formal offer!

## **TO APPLY FOR THIS ROLE:**

Go to our website <https://www.protecht.com.au/about/work-with-us> and complete the "I want to join the team" form. To be considered for this role when completing the form please enter the words "Customer Centric" In the "How did you come to hear about Protecht" field.