



Job Description – IT Support Officer

Document Control

Position Title: IT Support Officer

Department: Information Technology

Reports To: IT Systems Manager

Version: 1.0

Job Overview

The IT Support Officer provides technical assistance and system support across Grand Royale Group's offices, hotels, and hospitality venues. This role is responsible for troubleshooting hardware and software issues, maintaining IT systems, and ensuring smooth operation of digital tools and infrastructure. The position plays an essential part in supporting the organisation's technology reliability, data integrity, and service excellence.

Key Responsibilities

Technical Support & Troubleshooting

- Provide first-level technical support for hardware, software, and network issues.
- Respond to service requests via email, phone, or helpdesk system.
- Diagnose, log, and resolve IT incidents efficiently.
- Escalate complex issues to the IT Systems Manager or external vendors.

System Maintenance & Monitoring

- Assist in maintaining computer systems, servers, and network infrastructure.
- Perform regular updates, backups, and system checks.
- Support the setup of new hardware, user accounts, and access permissions.
- Monitor antivirus, firewall, and data protection systems.





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User Support & Training

- Provide user guidance and training on IT systems and software.
- Support staff in using POS systems, PMS, and internal applications.
- Prepare and maintain user manuals and support documentation.
- Promote cyber safety and IT policy awareness among employees.

Inventory & Asset Management

- Maintain records of IT assets, equipment, and software licences.
- Track equipment allocation, repairs, and upgrades.
- Support procurement of IT supplies and vendor coordination.
- Ensure efficient and secure disposal of retired IT equipment.

Qualifications and Experience

- Certificate or Diploma in Information Technology, Networking, or related field.
- Minimum 2 years' experience in IT support or helpdesk roles.
- Familiarity with Windows, Microsoft 365, and cloud-based systems.
- Basic understanding of networking, data backup, and cybersecurity.- Experience in hospitality IT systems (POS, PMS, CRM) desirable.

Skills and Competencies

- Strong analytical and troubleshooting skills.
- Excellent communication and customer service ability.
- Organisational and documentation skills.
- Patience and professionalism under pressure.
- Commitment to maintaining system security and reliability.

Working Conditions

This is a full-time role based at Grand Royale Group's head office in Gold Coast, Queensland, with regular support provided to hotels and venues. The role may require after-hours work for system upgrades or urgent maintenance.

Key Performance Indicators (KPIs)

- Response and resolution times for IT support requests.
- System uptime and reliability.
- User satisfaction and feedback.
- Compliance with IT security and data protection policies.
- -Accuracy of IT asset and documentation management.





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Company Values and Culture

Grand Royale Group values innovation, reliability, and teamwork in all technology operations. The organisation fosters a collaborative environment focused on digital excellence and guest experience. The IT Support Officer plays a vital role in maintaining these standards by providing dependable and responsive IT support.

Career Path

This role offers progression opportunities into senior technical positions such as Systems Administrator, Network Specialist, or IT Systems Manager within Grand Royale Group or other technology-driven hospitality organisations.

