

SCHOOL BASED TRAINEE, INFORMATION TECHNOLOGY

Feros Care is a leading aged care and disability provider in Australia. Our purpose is to help people live happier, healthier, and better-connected lives. [Learn more about us by clicking here!](#)

We have a rare opportunity available for a Year 10 high school student to join our corporate IT Service Desk team. Whilst working with us, complete a Certificate III in Information Technology at Tafe QLD and learn a range of skills in technology, communications and customer service.

We encourage First Nations students to apply.

HOW TO APPLY

- **Submit your resume** to talentpathways@feroscare.com.au
- In your submission include answers to the following questions:
 - Tell us more about yourself, your interests and why you are interested in the IT Traineeship position.
 - Tell us more about your experience, strengths and skills that you can bring to this position.
 - What are your career goals and ambitions?
 - Parental/Guardian contact details
- Shortlisted candidates will be asked to attend a **work experience trial** in early to mid - March

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EMPLOYMENT INFORMATION

- **Role Objective:** The IT Service Desk, School-Based Trainee, will learn to become a service desk analyst and support the service desk team and IT department in daily activities and projects. The primary objective of a service desk analyst is to be a central point of contact between the customer and the Information Technology department, to ensure that customers are able to resume their work as quickly as possible following a disruption to an IT Service, minimising adverse impacts to business operations.
- **Employment Location:** Level 3, The Strand, 72-80 Marine Parade, Coolangatta Queensland 4225
- **Employment Contract:** Paid part time employment. 24-month fixed term employment and training contract.
- **Award:** Miscellaneous Award 2010, School Based Trainee
- **Hours:** One day per week during school term and possibility of additional hours on school holidays.
- **Proposed Employment Start Date:** Late March - Early April 2025
- **RTO and Apprentice Provider:** Tafe QLD and Busy at Work
- **Qualification:** Certificate III Information Technology
- **Eligibility Criteria:**
 - Approval and support from your parent/guardian and school
 - Whilst the opportunity is open to all Year 10 high school students, the program and position has been designed to support a First Nations student.
 - Must be eligible for a Certificate III IT School Based Traineeship
 - You must meet Feros Care compliance requirements if successful. This includes completing an employment contract, providing a birth certificate or passport, photo identification, completing a police clearance (paid by Feros Care) and completion of a criminal history statutory declaration.