



Work with us!

IT Services Support Officer

About the position

This newly created role will suit someone early in their IT career and wishing to work in an environment rich in learning opportunities and variety. The IT Services Support Officer will provide frontline technical, and systems support to NAATI staff nationally working within established policies, procedures and systems of work. The role will respond to service requests and incidents, assist with routine system administration tasks and support staff in the effective use of NAATI's digital tools and platforms.

- Full time position (37.5 hrs per week)
- Role based in Canberra
- Salary based on the NAATI Enterprise Agreement 2024-2028 (Band 3)

About you

- Demonstrated experience providing IT or technical support in an office or service-oriented environment.
- Experience working with end user devices, basic systems administration tasks, or service desk processes.
- Relevant ICT qualifications or progress toward a qualification, or equivalent practical experience.
- Sound ICT skills and familiarly with Microsoft 365 and standard office productivity tools.

About us

NAATI is the national standards and certifying authority for translators and interpreters in Australia. It is the only organisation to issue certification to practitioners who wish to work in this profession in Australia. Our vision is for a *connected community without language barriers*.

How to apply

Review the job description and criteria and if you think you would be suitable in this role, we want to hear from you!

Please send an Expression of Interest (EOI) that includes a short cover letter and your current CV to us at jobs@naati.com.au or visit our [Seek ad](#) and apply there.

**Applications close at 5pm
Thursday 14 May 2026**

We will review applications as they come in and may commence initial discussions prior to the closing date.

