



Systems Analyst

Established in 2004, HydroTerra has grown from an environmental monitoring equipment sales and rental company to today offering a comprehensive suite of technology expertise services.

Our one-stop-shop approach encompasses the design, installation and maintenance of environmental monitoring equipment, and also includes providing end-to-end project management, field data collection and management services, technology integration, and monitoring systems oversight.

We work with a broad range of industries including, but not limited to, landfill, mining, wastewater and research.

Job Description

Reporting to the Operations Manager, the Systems Analyst provides technical support both for our internal team and clients. Ongoing management and day to day support of internal office IT infrastructure, software and cloud based environmental data management systems.

Duties

Your tasks will include, but are not limited to:

- Helpdesk support including response and delegation of support desk tickets within agreed timeframes. Maintaining customer satisfaction by responding to issues in a timely manner.
- Technical support to Project Managers in providing data quality and up-time that meet client's project requirements.
- Undertaking DataStream™ updates and modifications as required, including daily back-end checks on system functionality.
- Helping to improve reporting and visualisation capabilities of our DataStream™ platform by investigating and trialling alternate software packages.
- Working with the Managing Director to build the capacity of our Data Management & Reporting Services with the goal to be recognised in the market as the leaders in customised environmental monitoring solutions.

- Supporting the HydroTerra team with training, set up, installation and operation of internal systems listed for approved IT packages, including preparation of training documentation.
- Providing internal technical support as required for webinar management, company website and e-learning centre.

Required Qualifications, Skills and Experience:

- Bachelor of Information Technology or similar qualification
- 2-3 years work experience in environmental systems or similar role
- Solid knowledge of office and helpdesk procedures
- eMarketing skills (Mailchimp, Canva, Zoom)
- Wordpress experience
- Experience with office management software MS Office 365
- Familiarity with cybersecurity best practices, especially in data management
- Strong organisation skills with a problem-solving attitude
- Capacity to work with cross-functional teams, including sales, marketing, and IT
- Excellent written and verbal communication skills
- Attention to detail

Bonus Qualifications, Skills and Experience:

- Cloud based services – AWS (Amazon Web Services), Digital Ocean
- Development using Python / javascript (API integration, data processing)
- Understanding of Microsoft and Linux server environments
- Experience working with IoT and/or cloud-based device and data management systems
- Experience working with spatial data (QGIS/EsriB)
- Time series data manipulation (Hydstra or equivalent) experience

We acknowledge and appreciate the values of equal employment opportunity and cultural diversity within the workplace. However, Australian citizens and permanent residents will be afforded priority in the selection process.