

[Full name]

IT Helpdesk Officer | Hawkesbury City Council

Windsor, Richmond & Hawkesbury NSW | [Australian mobile] | [Email address]

Fictional resume example. All credentials, experience and results are illustrative.

Professional profile

Recent information technology graduate with practical helpdesk, desktop and application support experience gained through a local-government placement and technical projects. Comfortable assisting technical and non-technical users by phone, email and in person, diagnosing Windows, business-application and LAN issues, and managing competing priorities with clear records. Brings customer-service discipline, structured problem solving and developing knowledge of ITIL, network protocols and cybersecurity frameworks relevant to a council environment.

Relevant skills

Helpdesk and desktop support: Phone, email and in-person triage, Windows devices, peripherals, application support, ticket ownership and user confirmation.

Networks and business systems: LAN diagnostics, TCP/IP, DNS, DHCP, access checks, records-management concepts and careful support for operational applications.

Analysis and security: Problem definition, evidence gathering, change awareness, cybersecurity frameworks, Essential Eight concepts and escalation of security concerns.

Council customer service: Plain-English communication, competing-priority management, documentation, teamwork, privacy awareness and reliable support for diverse staff.

Relevant experience

IT Helpdesk Assistant (Placement) | Example Local Council

Greater Sydney NSW | January 2026 - June 2026

- Handled 18 to 25 weekly requests from office, depot and community-service staff by phone, email and in person, recording impact and agreeing the next update time.
- Resolved Windows login, printing, Microsoft 365 and business-application issues, then confirmed the user could complete the original task before closing each ticket.
- Performed LAN checks using IP configuration, DNS lookup and connectivity tests and escalated suspected switch, account or server faults with evidence.
- Supported a records-management application during a supervised upgrade, completing 24 workflow tests and documenting three defects for the vendor.
- Maintained concise user guides and asset records and helped deliver two drop-in sessions for staff with mixed technical confidence.

- Prioritised urgent operational requests alongside routine incidents and provided end-of-day handovers for every unresolved item.

Selected projects

Council Desktop and Application Support Project

Applied support project | 2026

- Created a 20-scenario support lab covering Windows profiles, printers, Microsoft 365 and a simulated property-records application.
- Documented symptoms, safe checks, resolution, verification and escalation for each scenario and achieved full reproduction by a second student.
- Used user stories from finance, records and field staff to tailor explanations and reduce technical language in final guides.

LAN and Cybersecurity Baseline Review

Networking project | 2025

- Mapped a small council-style LAN and verified DNS, DHCP, VLAN and endpoint connectivity across 16 virtual devices.
- Compared the training environment with selected Essential Eight controls and recorded gaps in patching, MFA and application restrictions.
- Presented a prioritised remediation list with owner, evidence, verification step and escalation boundary for each item.

Education

Diploma of Information Technology | Example TAFE

Completed 2026. Relevant study: desktop support, business applications, networking, IT service management, cybersecurity, business analysis and customer communication. ITIL 4 Foundation study in progress.

Availability and requirements

Available for full-time hybrid work based in Windsor. Right to live and work in Australia: [confirm status]. Class C driver's licence: [confirm current status]. WHS General Construction Work card and Working with Children Check: [confirm or state ability to obtain]. Willing to complete required police checks and medical declaration.

References

References available upon request.