

Service Desk

Hays • Adelaide SA 5005



Base pay
\$50,000 - \$65,000



Work type
Full time



Contract type
Permanent

Job details



Date posted
01 Jul 2022



Expired On
04 Aug 2022



Category
Information Technology



Occupation
Help Desk & IT Support



Base pay
\$50,000 - \$65,000



Contract type
Permanent



Work type
Full time



Job mode
Standard business hours



Work Authorisation
**AUSTRALIAN CITIZEN /
PERMANENT RESIDENT**

Perks

TRAINING

Skills

MICROSOFT OFFICE

ACTIVE DIRECTORY

MAC

DNS

HELPDESK SUPPORT

SERVER SUPPORT

SYSTEMS LEVEL

VOIP

Full job description

Your new company

This company is a Managed Service Provider who are dedicated to providing outstanding technical service to their clients. They are a national company with their head office based in Adelaide. They pride themselves on their dynamic, fun and inclusive team environment and are open to people from diverse backgrounds.

Your new role

You will be responsible for providing excellent L1 Support to their clients both remotely and face-to-face. Your duties and responsibilities will include but not be limited to:

- Investigating, diagnosing and assessing basic technical problems reported by customers

- Providing accurate and clear documentation of customer interactions
- Updating knowledge, support and training documents
- Working with third party vendors and software providers to maintain and resolve product issues for client systems
- Maintaining and administering systems, which include computers running Windows OS or Mac-OS, Microsoft Office, basic printing, internet, email and Windows Server support
- Assist with the procurement and set up of hardware deliveries for projects

What you'll need to succeed

To be successful in the role you must have the following: Essential:

- Exceptional verbal and written communication
- Certificate 3 in Information Technology, Bachelor of Information Technology or similar
- Previous experience as a Service Desk/Helpdesk Support Officer

Desirable:

- Previous experience in an MSP
- Certification in Microsoft 365 Fundamentals, Access 4 VoIP, Azure, Windows/Apple operation systems
- Level 1 Microsoft Server Service Management Experience (Active Directory, Exchange, DNS, IIS, etc.)

What you'll get in return

- A permanent opportunity
- Opportunity to learn and expand skill-set
- Fun, dynamic and inclusive work environment

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or contact Denna Antony on (08)8403 9984 or Denna.Antony@hays.com.au for further information.

At Hays, we value diversity and are passionate about placing people in a role where they can flourish and succeed. We actively encourage people from diverse backgrounds to apply.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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