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Canberra Service Desk Agent Level 1



Kirra Services pty ltd

📍 Canberra ACT

📞 Help Desk & IT Support (Information & Communication Technology)

🕒 Contract/Temp

Posted 10h ago

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If you are an Australian citizen, we encourage you to apply.

Having a Baseline clearance or above is a benefit.

Being able to obtain a Baseline clearance is also a benefit.

As the Service Desk Agent you are responsible for (but not limited to):

- Providing specialised, escalated technical support from a central location (typically helpdesk) either by telephone or email.

- Negotiating timeframes for solution implementation with users and updating users on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior staff/external vendors and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all liaisons and communications.
- Developing and maintaining specialist knowledge and skill in supported products and in those products associated with supported products, as required.
- Developing and delivering training to Helpdesk/IT support staff.

- Takes reasonable care that your actions (or inactions) do not harm the Health and Safety of self or others. Reports all incidents, hazards or unsafe work practices as per policy.

Knowledge

- Broad understanding of common desktop applications, systems administration and network engineering.
- Strong understanding of the organisation's technical environment and operating platforms.
- High level specialist knowledge of the products/applications supported.

Experience

- 1-2 years' relevant Technical Support experience with at least 1 year dedicated to the specific application/technologies being supported.

Skills

- Strong service orientation.
- Excellent communication skills.

- Advanced problem analysis and problem-solving skills.

Qualifications and Certifications

- Desirable Tertiary qualifications and professional certifications such as an MCP, MCSE.

Employer questions

Your application will include the following questions:

Which of the following statements best describes your right to work in Australia?

How many years' experience do you have as a Service Desk Agent?

Do you have customer service experience?

Which of the following Microsoft Office products are you experienced with?

Which of the following programming languages are you experienced in?

What's the highest level of ITIL qualification you have completed?

How much notice are you required to give your current employer?

Do you have a current Police Check (National Police Certificate) for employment?

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