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✓ You've applied on 5 September 2023

15 x IT Desktop Support Technician



Clicks IT Recruitment (ACT)

📍 Canberra ACT

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

🕒 Contract/Temp

💰 \$ \$40 - \$65 p.h. + including Super

Posted 5d ago

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Minimum BASELINE - NV1 or NV2 highly desirable

6 month contract

Federal Government Department

Duties include, but are not limited to:

- Responsible for incident management and request fulfilment of the end user devices

- Queue management via the department's service management tool
- Windows Operating System (OS) Administration
- Build and preparation of Windows OS and Office 365 devices for deployment
- Face-to-face user support and training (including for VIP staff)
- Windows OS and Office 365 System Administration
- Knowledge Base Development
- Compiling and troubleshooting issues before progressing to Tier 3 teams, as well as working with the Tier 1 team
- Providing videoconferencing support to departmental staff
- Other duties as directed by representatives

Required skills and experience

- Excellent verbal and written communication skills
- Ability to work collaboratively within and across teams
- Ability to quickly learn new processes and procedures.
- Interested in career development, Self- Development, training and furthering their career
- A passion for delivering excellent customer service
- Strong problem solving and troubleshooting skills with good attention to detail
- Ability to multi-task and manage priorities

If you wish to apply for this position, please submit your resume by clicking the 'Apply Now' button. For further information please contact Jordan Willis at Clicks IT Recruitment on **+61 436 469 313**.

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