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KONICA MINOLTA



 You might be a strong applicant

## Customer Service Valet – Onsite Technical Support

Konica Minolta (Awarded the WGEA citation for gender equality) ★ 3.0 · [44 reviews](#)

 Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Full time

Posted 2d ago

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#### About Us

Konica Minolta is innovative, robust and continually evolving. From printing, scanning and copying to cloud storage and robotics, our award-winning products and solutions help companies to transform and move information faster. Our people make this possible. We strive to create and maintain an inclusive workforce as diverse and capable as our class-leading solutions.

#### About the role

Due to ongoing success in the ACT Market we are expanding and are seeking a Customer Service Valet – Onsite Technical Support who will attend to the Konica Minolta printing equipment and provide exceptional customer service to our valued clients based onsite in Canberra.

#### Key responsibilities

Reporting to the State Service Delivery Manager, you will be fully trained to be responsible for:

- Maintaining and repairing print equipment on our client based site to ensure a high standard of copy quality, equipment cleanliness and changing of consumables, in accordance with the agreed services levels.
- Providing face to face and occasional over the phone technical support to onsite clients while maintaining a high level of customer service
- Coordinating and performing basic fault preventative servicing in relation to the printing equipment.

- Providing first level response on equipment faults in line with Konica Minolta's customer service values/customer statement of work obligations and escalating specific technical equipment/software issues to Konica Minolta Helpdesk.
- Ensuring paper stock is managed to agreed levels, and filling paper trays.
- Consumables management – ordering inventory and replacing toner
- Customer User Training – providing scheduled or ad hoc training to Customer users in relation to the operation of the printer.

### Who are we looking for?

- Experience in providing exceptional customer service, caring about customers and building and maintaining relationships.
- Preferable experience working in an IT environment or within the public sector
- You may be required to pass a Working with Children check.
- You are professional, proactive, organised, and take pride in your work.
- Willingness to expand IT knowledge and skills
- Enjoy problem solving and resolving technical issues both with customers and machines.
- A desire to learn - You will have initial and on-going hands-on product training and further IT training in accordance with client requirements to ensure the success of your career at Konica Minolta.
- Australian Citizenship (Non-citizens or Visa holders cannot be considered due to the below requirement)
- Ability to obtain an AGSVA NV1 security clearance (Continued employment will be conditional on obtaining and maintaining NV1 or higher clearance)
- Must have Australian drivers licence and vehicle to attend jobs at client sites

### What can KM offer you?

You will enjoy a collaborative team culture where you will be supported and empowered to contribute your ideas

and identify opportunities to develop your team and yourself. We are dedicated to the values of diversity and inclusion and have a firm commitment to ethical practices and corporate responsibility.

Konica Minolta is committed to providing a working environment that is inclusive and fair to both women and men. Progressive policies such as our domestic violence policy; paid parental leave and flexible workplace policies enable our people to balance work and life responsibilities. We have been thrilled to receive a citation from the Workplace Gender Equality Agency (WGEA) as an Employer of Choice for Gender Equality 5 years in a row.

### Equal Opportunities

We are committed to providing equal opportunities and actively encourage applicants from all backgrounds to apply for our roles, regardless of gender, age, sexual orientation, ethnicity, religion or disability.

If you require any adjustments/assistance during the recruitment process please reach out to [careers@konicaminolta.com.au](mailto:careers@konicaminolta.com.au)

**Join our Team** and thrive in an environment built on strong **Collaboration**, continuous **Learning** and personal **Growth**. Everyday at Konica Minolta is an opportunity to share your **Ideas**, influence **Change** and engage with colleagues from **diverse backgrounds and experiences**.

## 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 Customer Service Valet?

What's your expected annual base salary?

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

How many years' experience do you have as an Onsite Support Technician?

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