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## ASD 4,5,6 ICT Customer Service Officer

Australian Signals Directorate

📍 Canberra ACT

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

🕒 Full time

💰 Salary Package: \$74,795 - \$102,718 (plus super)

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### The Role

The ASD Service Hub provides the first point of contact for support to ASD's Corporate and IT services, enabling ASD's missions and capabilities. With multiple positions to fill, you will be working in a high-performing, dynamic

environment with a focus on providing support to clients, triaging and escalating their requests to relevant support areas.

Our Customer Support Officers will demonstrate excellent communication skills and the ability to build rapport with a confident and approachable manner. You will be provided on the job training, as well as upskilling training opportunities.

Your administrative and organisational skills, along with your attention to detail will ensure the Service Hub meets its KPI's and Business requirements.

Working within the Service Hub provides you with a unique advantage of gaining an understanding of the full facet of ASD's functions and capabilities and will help shape the direction of your career within ASD.

Depending on the level you wish to apply for you will:

- Respond to common or unique requests for support
- Assist in the investigation of routine or extraordinary issues relating to applications and networks
- Perform Data Dissemination
- Build and sustain effective working relationships with team members, ASD staff, and members of the wider ASD community
- Solve problems for a broad range of issues involving analysis, diagnosis, evaluation and the development of new criteria
- Keep detailed records and maintain knowledge articles
- ASD6 applicants will also oversee the day-to-day management of staff

## About our Team

ASD is entering an exciting phase of growth, innovation and transformation. Our agency has committed to delivering **REDSPICE**, which is the most significant single investment in the Australian Signals Directorate's 75 years.

These roles will be part of teams that will;

- Deliver new capability under the REDSPICE program
- Deliver ASD's major capability programs and
- Enhancing and modernising existing capabilities

## **Our Ideal Candidate**

The Service Hub plays a fundamental role in delivering critical capabilities used by ASD's workforce, and we are looking for individuals from a range of backgrounds and levels of skill who encompass a variety of the below attributes:

- Think analytically and enjoy problem solving
- Exceptional communication and stakeholder facilitation skills
- Have the ability to rapidly understand and navigate routine to complex technical issues
- Detail orientated
- Ability to think strategically
- Inquisitive and versatile

Application Closing Date: Sunday 13th August, 2023

For further information please review the job information pack, reference **ASD/06902/23** on <https://www.asd.gov.au/careers>

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