









✓ You've applied on 24 September 2023

# IT Service Desk Analyst



Unisys ★ 2.8 · <u>137 reviews</u>

Canberra ACT

- Help Desk & IT Support (Information & Communication Technology)
- (S) Full time

Posted 15d ago

### More jobs from this company

#### Job Title: IT Service Desk Analyst

- Must be an Australian Citizen
- Requires Active NV1 or NV2 Security Clearance.

#### You will deliver value by:

- Customer Service or any other domain experience candidates who have **NV1 or NV2** security clearance and seeking a keen career in IT Service Desk can also apply,
- Provide 1st level IT support through telephone and other media contact support.
- Understand various media sources that interface with the Service Desk.
- Support multiple clients through customer service professionalism and insight.
- Provide troubleshooting to computer/desktop installation, operation, configuration, customization, and usage of assigned products.
- Respond to and resolve customer requests or incidents providing fast and efficient, and customer service.
- Customer Service Experience applicants can apply
- Strive for a high level of first-contact resolution.

#### You will be successful in this role if you have:

- NV1 or NV2 security clearance is Mandatory.
- Demonstrated experience in 1st level technical support in an ITIL Service Desk environment.
- Demonstrated experience in supporting Microsoft Windows 10 and Office 365
- Understanding of Active Directory and administration processes
- Troubleshooting PC, networks, servers, software and hardware problems, and Microsoft applications.
- A keen interest in developing a career in IT (essential)

# **Employer questions**

Your application will include the following questions:

Do you hold Australian Security Clearance?

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

What's your expected annual base salary?

How many years' experience do you have as a customer services representative?

How many years' experience do you have as a service desk analyst?

#### Be careful

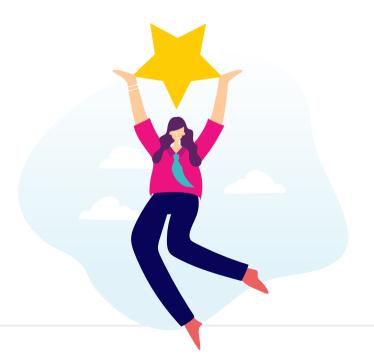
Don't provide your bank or credit card details when applying for jobs. Learn how to protect yourself

Salary lookup

# What can I earn as an IT Service Desk Analyst?

Find out the average salary for an IT Service Desk Analyst across Australia

See more detailed salary information



Company reviews

## Quick apply

Job seekers	Employers
Job search	Register for free
Profile	Post a job ad
Recommended jobs	Products & prices
Saved searches	Customer service
Saved jobs	Hiring advice
Applied jobs	Market insights
Career advice	Recruitment software partners
Explore careers	
Explore salaries	

Download apps

SEEK vites

## **About SEEK**

About SEEK

Newsroom

Investors

Work for SEEK

International partners

Partner services

## Contact

Help centre

Contact us

Product & tech blog

SEEK videos

Social 🗸

Privacy policy

Terms & conditions

Protect yourself online

© SEEK. All rights reserved