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Be supported.  
**Be the difference.**

“ My role enables me to engage with all areas of business, explore ways to improve processes and take time to support others. ”

**VINOD PARMAR**  
Head of Program Execution



## Software Support Analyst - Level 2/3

Leidos Australia Pty Ltd ★ 3.1 · [7 reviews](#)

📍 Canberra ACT

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

 Full time

Posted 2d ago

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## Company Description

At Leidos, we do work that really matters inspired by our mission to make the world safer, healthier, and more efficient through technology, engineering, and science. With 25 years of local experience, our over 2000 team members, work together to solve Australia's toughest challenges in government, defence, intelligence and border protection. We're robust and ambitious, and we empower our people to do their best work. You'll feel inspired by what you can achieve and will be supported by an inclusive and flexible culture that genuinely cares for your wellbeing. Together, we can be the difference.

We've got so much to offer at Leidos, here are a just a few of the **Benefits** we provide our team:

- **12 Extra Days Leave:** Life Days are the Leidos way of recognising that we all need some extra time out to take care of life. By working slightly more than the minimum weekly hours (2 hours per week for full timers) you can accrue up to an extra 12 days of leave per year.
- **Leidos Life Hub** provides access to discount offers or cashback rewards with over 400 Australian and International retailers.
- **Professional development** and support to set you up for success and assist you in achieving your career aspirations.

## Job Description

We have multiple opportunities to join our exciting multi-year Defence program to deliver an enterprise Health Knowledge Management System (HKMS). This capability will enable better clinical decision making for the ADF by

providing market leading healthcare to ADF personnel and is a key capability and priority for the ADF.

Provide Level 2 and Level 3 ITSM support for mission system applications. Provide technical support and troubleshooting of technical issues and ensure continual operations of services to meet required KPIs. Interact with users, client system owners and 3rd party product vendors. Other duties include:

- Level 2 and Level 3 System monitoring, technical support and reporting, including ongoing process improvements to enhance operational availability and reliability
- Completing incident ownership including triage, investigation, resolution, escalations and post incident follow up
- Performing root-cause analysis of application related issues and recommend solutions, liaising with other ITSM service towers and end users as required
- Creating and maintaining system and operational documentation, including the creation and maintenance of Knowledge Based Articles for the Level 1 Help Desk and Level 2 Client Business Support
- Participation in a team on-call roster and management of priority incidents and problems with in contractual KPI's.

***Due to the nature of work we do for our customers, all applicants are required to be Australian Citizens and hold a NV1 security clearance with AGSVA and be capable of upgrading to a NV2 security clearance.***

## Qualifications

### About You and What You'll Bring

- Experience with application troubleshooting, diagnosing, testing and resolving customer issues
- Experience with Windows Server, Linux and Linux Containers
- Knowledge of networks, network protocols and tools within an Enterprise IT environment
- Experience with scripting languages and task automation
- Experience with ticketing, knowledge management and ITSM products such as JIRA, Confluence and Micro focus Service Manager or similar.

- Knowledge of ITIL Incident, Problem, Service Request fulfilment processes
- Ability to effectively manage multiple, concurrent activities, while understanding and managing priorities, dependencies and risk
- Ability to work and liaise with team remotely due to the organisational structure being spread nationwide

## Additional Information

We've been keeping Australia safer, healthier and more efficient for 25 years, here's just three ways how

- We're building the next generation secret end user environment for the Australian Department of Defence across a number of strategic locations around Australia.
- We deliver software development and operational support through to the integration of underwater autonomous vehicles and survey ships to meet mission objectives.
- We support key networks for the Australian Cyber Security Centre.

Applicants may also need to meet International Traffic in Arms Regulations (ITAR) requirements. In certain circumstances this can place limitations on persons who hold dual nationality, permanent residency or are former nationals of certain countries as per ITAR 126.1.

At Leidos, we embrace diversity and are committed to creating a truly inclusive workplace. We welcome and encourage applications from Aboriginal and Torres Strait Islanders, culturally and linguistically diverse people, people with disabilities, veterans, neurodiverse people, and people of all genders, sexualities and age groups.

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