

CWRETAIL



CW Retail Services - Field Services Technician - ACT

CW Retail Services

📍 Phillip, Canberra ACT

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

🕒 Full time

💰 \$70,000 – \$80,000 per year + Super

Posted 1d ago

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About the Company

Australia's leading Retail Pharmacy group, CW Retail, is still to this day a family run business. Brands within CW Retail include Chemist Warehouse, My Chemist and My Beauty Spot. CW Retail has over 17,000 employees working in over 500 stores and is still growing, which is why we need you!

About the Role

The Field Services Technician's role is to execute the onsite IT tasks for our CW Retail store projects and developments in ACT, as well as providing onsite IT support and maintenance to our stores throughout ACT.

Salary Range: \$70,000 - \$80,000 + super

Key Responsibilities

As part of your role as a Field Services Technician you'll be responsible for:

Installing and testing all IT devices onsite for store developments and IT projects on time and in full

Regularly scheduling onsite visits to audit the stores IT environment

Maintaining the IT environment at stores by cleaning, standardizing and optimizing the hardware

Performing onsite analysis, diagnosis and resolution for IT incidents that require an onsite presence

Ensuring our customers are satisfied that their IT devices are operating as expected

Creating and maintaining documented procedures for your project and daily tasks

Assisting third-party technicians with executing their IT tasks Qualifications, Experience and Skillsets

Qualifications, Experience and Skillsets

Associate Degree, Advanced Diploma or Diploma in the relevant field is required, a Bachelor Degree is preferred.

Previous experience as an IT Field Services Technician or an IT Service Desk position

Excellent customer services skills

Excellent technical and troubleshooting skills

Ability to understand requirements and documentation procedures

Ability to work effectively both independently and as part of a team

Application Process

Please apply by clicking 'Apply Now' and ensure all areas of the application are complete.

Please Note: All successful applicants will undergo an Australian Police Check.

Due to the number of applications we will not be advising unsuccessful applicants.

-Agencies will not be entertained.

Employer questions

Your application will include the following questions:

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

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