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Desktop Engineers



Green Light PS Pty Ltd

 Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Contract/Temp

 Competitive

Posted 6h ago

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Green Light Australia are currently seeking a **Desktop Support Analyst** to join our Australian based delivery team to assist in the delivery of services into one of our technical partners.

Job Description

The Desktop Support Analyst will be the primary contact point for technical escalation within the department to existing internal resolver groups, and responsible for assisting with incident management and request fulfilment for staff.

Duties include, but are not limited to:

- Responsible for incident management and request fulfilment of PM&C end user devices
- Queue management via the department's service management tool
- Windows Operating System (OS) Administration
- Build and preparation of Windows OS and Office 365 devices for deployment
- Face-to-face user support and training (including for VIP staff)
- Windows OS and Office 365 System Administration
- Knowledge Base Development
- Compiling and troubleshooting issues before progressing to Tier 3 teams, as well as working with the Tier 1 team
- Providing videoconferencing support to departmental staff

Required Skills

- Excellent verbal and written communication skills
- Ability to work collaboratively within and across teams
- Ability to quickly learn new processes and procedures.
- Interested in career development, Self- Development, training and furthering their career
- A passion for delivering excellent customer service
- Strong problem solving and troubleshooting skills with good attention to detail
- Ability to multi-task and manage priorities

Minimum Baseline Clearance required.

Green Light Worldwide is one of ANZ's most successful and fastest growing IT services businesses. We offer a wide range of IT services in Security, infrastructure and Systems Integration to a diverse customer base throughout

Australia, New Zealand, SE Asia and Europe.

If you are interested in the role, please apply or contact Resource Manager **Zainab Afzaal** - zainaba@greenlightworldwide.com

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