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## Level 1 & 2 Desktop Support Technician



Sonic Human Resourcing Pty Ltd

📍 Canberra ACT

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

🕒 Casual/Vacation

Posted 1d ago

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We provide 3rd party resources to assist with Infrastructure rollouts, provide regular environmental health checks, service desk support and Implement customer SOE builds.

Suitable for someone with adhoc availability, this is an on-site customer facing role.

This role requires a high level of customer service including excellent communication skills.

### KEY ACCOUNTABILITIES

- Maintain, support and provision Desktop hardware including PCs, Laptops, Ruggedised and Mobile devices, in addition to, Printers, Peripherals, and Audio Visual appliances, ensuring such hardware Assets are recorded and

maintained.

- Utilise your skills in Active Directory and Office 365.
- Utilise Customer Service practices including courtesy, helpfulness and follow-through in all aspects of service requests, incident and problem management, ensuring a high level of Customer Satisfaction, preventing over or under servicing.
- Maintain and update documentation as required, including, but not limited to End User Work Instructions, Self-Help guides and Technical documentation for inclusion into the Knowledge Base.
- Utilise Service Management tools to actively monitor tickets and maintain accurate and timely information about the status of assigned jobs.

## KNOWLEDGE, SKILLS AND EXPERIENCE

- Tertiary qualifications in an ICT related discipline including relevant industry certifications, and/or equivalent experience in Desktop Services or Field Service Operations for a large organisation, with a solid understanding of the Information Technology Infrastructure Library (ITIL) Framework.
- Superior Customer Service skills and solid interpersonal, written and oral communication skills.
- Demonstrated problem solving, incident management and request fulfilment experience, and the ability to perform well under pressure, manage conflicting priorities and meet deadlines.
- Attention to detail and demonstrated experience in preparing detailed documentation including End User Work Instructions, Self-Help guides and Technical documentation.
- Collaborative and supportive Team player, who promotes Team work, is able to identify unacceptable workplace behaviour and encourages conflict resolution.

An excellent hourly rate is on offer.

If you feel that you possess the relevant skills and experience to succeed in this role, don't delay, apply today!

## Employer questions

Your application will include the following questions:

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

How many years' experience do you have as a Desktop Support Technician?

How would you rate your English language skills?

How much notice are you required to give your current employer?

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