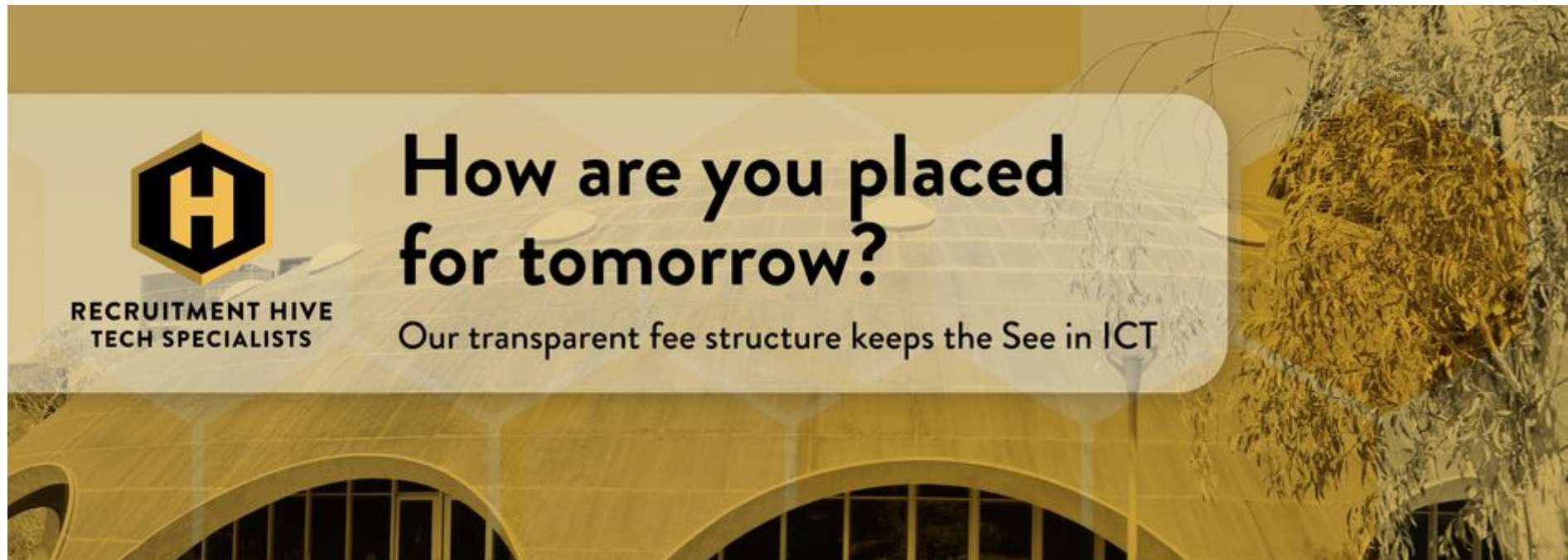




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✓ You've applied on 5 September 2023

Desktop Support / Service Desk Analyst(s)

Recruitment Hive

📍 Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Contract/Temp

\$ \$40 - \$65 p.h. + \$NEG - All agent client fees disc

Posted 5d ago

More jobs from this company

- 6 month contract
- \$50 - \$65 per hour (negotiable)
- Baseline Security Clearance mandatory
- Multiple positions available

Our client, a large Federal Government Organisation, are Seeking the services of a multiple **Desktop Support & Service Desk Analyst(s)** for a 6 month contract, providing ICT support to an international summit / event in Canberra.

Duties of the Desktop Support Analyst (level 2)

- Responsible for incident management and request fulfilment of end user devices.
- Queue management via the department's service management tool.
- Windows Operating System (OS) and Office 365 System Administration.
- Build and preparation of Windows OS and Office 365 devices for deployment.

- Face-to-face user support and training (including for VIP staff).
- 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.

Duties of the Service Desk Analyst (level 1)

- Assisting with Incident management and request fulfilment for staff
- Address and resolve basic incidents and requests received via phone, email and our ticketing systems.
- Queue management via the department's service management tool.
- Win 10 and O365 System Administration.
- Basic user training.
- Application Support including Office 2016.
- Knowledge Base Development.
- Responsibility for compiling and troubleshooting issues before progressing to Tier 2/3 teams.

Required skills and experience

- 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.

How to Apply

Please forward your resume to Ben Cousins at Recruitment Hive by clicking the *Apply* button or email your resume citing Job ID: 8336. Alternatively you may call Ben on **(02) 6299 1006**. Applications close 13th of September 2023 however Recruitment Hive welcome late applicants to consider for future opportunities.

Be careful

Don't provide your bank or credit card details when applying for jobs.

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Salary lookup

What can I earn as a Service Desk Analyst?

Find out the average salary for a Service Desk Analyst across Australia

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