



Working for
your tomorrow



Helpdesk Support Officer

Hays | Contact Centres

📍 Canberra ACT

📞 Customer Service - Call Centre (Call Centre & Customer Service)

🕒 Contract/Temp

\$ \$40-\$43

Posted 7d ago

More jobs from this company

An Australian Public Service Department seeking Helpdesk Support Officers.

Your new company

A federal government agency recruiting for helpdesk support officers in a well-established agency to join their team on a temporary part-time contract (work up to 25 hours, super flexible), initially for 12-months. This Australian Government Department plays a critical role for the wider Australia, assisting in a wide range of processes to assist the public with a wide range of cyber issues.

Your new role

- You are the first point of call in relation to all cyber matters.
- Logging and reporting cyber behaviour and activity promptly
- Make and communicate decisions within defined boundaries relating to the area of responsibility using training, templates and standard operating procedures provided
- Cultivate and maintain stakeholder relationships, including assisting in the resolution of stakeholder problems.

- Make decisions and resolve issues with some guidance from more senior staff
- Escalate complex issues as required.
- Undertake quality assurance activities to maintain the integrity, availability and capability of the systems, including data input.

What you'll need to succeed

Your previous experience in a similar role within the Australian Public Service or a high level of interest or experience in the world of cyber will lead to your success. You will have a strong track record with experience in customer service support and strong attention to detail.

Security requirements: You must be an Australian citizen and have the ability to obtain and maintain a Baseline security clearance.

What you'll get in return

You will be part of a blended workforce and can further progress your customer support skills in this communication role. Initial 12-month contract with opportunity to extend.

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call Kayla Ellis now.

If this job isn't quite right for you, but you are looking for a new position, please contact Kayla Ellis on kayla.ellis@hays.com.au for a confidential discussion on your career.

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