

**Australian Government****Commonwealth Superannuation Corporation**[Browse Jobs](#)[Profile](#) | [Sign Out](#)

## IT Service Desk Technician - Contract

**Posted:** 04/10/2023**Closing Date:** 18/10/2023**Job Type:** Contract**Location:** Canberra**Job Category:** Information & Communication Technology

**CSC is the trusted Superannuation fund for current and former Australian Government and Australian Government Defence Force employees serving our customers with our proud history for 100 years.**

CSC administers superannuation funds with approximately \$60 billion in funds under management.

CSC is a progressive future focused employer with a drive to make a difference in the retirement outcomes for our customers.

Our purpose is to build, support and protect better retirement outcomes for all our customers. Our mission is to be the trusted and valued partner who achieves long-term investment objectives, guides informed retirement decisions, and gives our customers peace of mind that their futures are in safe hands.

### **The drive to make a difference.**

Every day, CSC makes a real difference by guiding our customers to make the right choices, and to feel confident about their financial wellbeing. Through our world-leading investment strategies, we are always growing and improving. That means creating an environment where each and every one of us has the opportunity to strive together for excellence.



### **Job Description**

#### **Be part of CSC's exciting transformation program.**

It's an exciting new era for us at CSC. Delivering better outcomes for customers is reshaping the superannuation sector, that's why we're transforming to a Connected Service Culture.

CSC's transformation program is designed to put customers at the heart of everything we do. It's about more than just implementing a new operating model or business plan, it's about transforming ourselves into a more connected and truly customer centric organisation. It not only connects us to our customers but also to one another, empowering our people with the processes, technology and data to transform the way we work and what we're able to achieve together.

This is a unique and exciting opportunity to be part of a fundamental transformation of CSC's uplifting capability, processes, data, and technology enablement. CSC's transformation will improve outcomes for our customers into the future.

#### **Your new role**

As the Service Desk Technician, you are an integral to the IT Service Desk team as well as the wider Technology group. You will be the first point of contact for ICT incidents and requests to all of CSC's staff and provide an effective interface between those staff requests and the ICT support teams and service providers supplying all necessary diagnostic information to allow for efficient resolution of requests in accordance with CSC policy, procedures and standards.

## Desired Skills and Experience

### What you'll need to excel

- Several years of experience in a Service Desk support position
- Ability to independently manage Level 1 support tickets and assist/support level 1.5 tickets with limited supervision
- A collaborative team player who is proactive and personable in approach
- Excellent customer service skills and attention to detail
- Strong written and verbal communication skills

### The following skills, knowledge and experience is considered desirable

- Tertiary qualifications in Computer Science or a related discipline
- ICT industry certification e.g. Microsoft / Citrix
- Strong Experience in support of remote/travelling users and RSA
- Strong Experience in support of Microsoft Applications, Citrix, Webex & Active Directory

### What you'll get in return

Opportunities to gain the skills, experience, and development you need to enjoy a fulfilling career.

You will have engaging and meaningful work in an environment where you have the opportunity to contribute to our Customers retirement journey and make a difference every day to the lives of others.

- An opportunity to work in a collaborative team that promotes self-development
- Develop service desk analyst and desktop support "toolkit" skills
- Career opportunities – Contract Role with possible extensions and potential permanency
- Access to work from our contemporary, collaborative and sustainable Canberra office
- Be part of an exciting time of transformation at CSC

### Be Super Appreciated

- Learn from experienced professionals
- Great people to work with
- Work that makes a real difference to our members' lives
- Investment in your learning and development

### How do I apply?

To apply for this opportunity please include your current resume. For questions or more information about this opportunity please reach out to Robbie Cao on [robbie.cao@csc.gov.au](mailto:robbie.cao@csc.gov.au)

**Applications Close: 5pm, Wednesday 18 October 2023**

**Please note Agency submissions will not be considered for this position.**

### More about CSC

At CSC, we know that it takes all of us working together, united as one, to guide our customers towards their retirement dreams. We're proud to serve those who serve our country.

Watch our [video series](#) and meet the staff behind our 100 years of inspiring stories

Visit our [careers page](#) and website to discover more about CSC

---

Apply With

Apply

Remember Job ☆

Share

✉ Email

🔗 Link