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Client Services Applications and Desktop Support Officer

Housing Industry Association ★ 3.1 · [26 reviews](#)

📍 Canberra ACT

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

 Full time

Posted 7d ago

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- Exciting opportunity to work with a leading association.
- Professional, supportive team environment
- 2 full-time permanent roles available, located in either Canberra or Perth

The Organisation

HIA has been proudly representing the Australian housing industry for over seventy-five years. Our vision remains the same, to be an association that speaks with a united voice on industry issues and creating real change providing quality services at the lowest possible cost and working with the sector to maintain high standards.

The Role

The Client Services Application and Desktop Support Officer provides support, inducts HIA members and Staff to the applications, and supports HIA's desktop fleet.

This position reports to the IT Support Manager within the IT Services team and is responsible for the day-to-day inductions, support, and problem resolution of HIA's applications and desktop fleet that are available for members and staff. This role requires a strong customer service focus and excellent communication skills.

Key responsibilities for this role include:

- Provide first/second level helpdesk support to HIA staff and Members.
- Provide HIA members with an introduction of HIA applications, including but not limited to the following:
 - HIA website

- Contracts Online
- CPD Diary (NSW and TAS members)
- Provide HIA staff with introduction of HIA applications including but not limited to the following:
 - HIA website
 - Contracts Online
 - CRM
 - Assist with VPN connection/WFH
- Record and track all interactions with staff and members through IT services helpdesk system.
- Undertake problem analysis whilst ensuring staff and members are kept informed continually of the status of their issue via a daily email update.
- Support IP Telephony/Webex national phone system
- Perform desktop upgrades and maintain HIA systems if/when required including but not limited to:
 - Windows Updates
 - Microsoft Products
- Package new and updated versions of applications for deployment to HIA workstations.
- Maintain/configure/support HIA's Desktop fleet.

The ideal applicant will have knowledge of and experience with:

- Microsoft products and services such as Windows 10 and Server2016, Active Directory, Exchange 2016, O365, Fortinet, Terminal Server, IIS 6&7 and Network Printing.
- LAN/WAN environment.
- Virtualisation technology (Hyper-V preferred)
- Desktop OS/applications such as Windows 10, Office 2016/O365 and Microsoft Teams/Video Conferencing.
- Microsoft System Centre Suite.
- Microsoft Sharepoint.

If you are interested in this position, please submit your application by clicking on the link to apply before **7 August 2023**.

A full job description can be found in the Careers section on our website, hia.com.au.

HIA employees enjoy a variety of benefits including the option to purchase up to two weeks annual leave per calendar year, salary sacrifice arrangements, study assistance program, paid maternity leave, and group insurance cover. Eligibility requirements apply.

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