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WYSCOM

Technical Support Officer

WYSCOM

⊙ Canberra ACT

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

◷ Full time

Posted 20h ago

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Who Are We?

WYSCOM is a Canberra based MSP providing quality support to Customers across Australia. WYSCOM are seeking a Technical Support Officer with a solid technical understanding or suitable experience in a Service Desk or Technical role (preferably MSP specific) to join our fun and energetic team.

What Do We Want?

We want someone with a strong interest in IT, with energy and drive! The position sits in a fast paced Service Desk and requires high levels of focus, an ability to juggle your work, and a commitment to attention to detail. You must be good on the phone and enjoy talking to people.

The role does not require a formal qualification, however, it would be suited to someone with a Certificate III or IV in an IT related discipline, or a person with experience in a technical environment. A broad understanding of IT principles and a passion for doing a good job are MUSTS.

What You Need?

The role is not boring. You MUST be the type of person who loves sinking their teeth into different types of tasks, and challenging yourself, to be fully effective in this role.

It is expected the Technical Support Officer will have:

- Solid understanding of various IT principles;
- Great attitude towards learning and growth;
- Strong attention to detail;
- Effective communication skills; and,
- An ability to work independently.

It would be advantageous if the Technical Support Officer has Service Desk / Technical Experience.

What You Will Do?

The Technical Support Officer will:

- Provide Level 1 & 2 phone, email, and face to face support;
- Accurately record IT incidents using the Service Desk call management system;
- Accurately document incidents reported to the Service Desk;
- Communicate status of IT incidents with customers;
- Apply procedures to implement solutions;
- Provide onsite support including software, hardware and networking for desktops, laptops, printers and servers;
- Maintain network and desktop hardware, laptops, printers and mobile devices;
- Perform software updates;
- Perform installs, moves, adds and changes; and,
- Test PC's, networks, servers and client approved applications.

You MUST:

- Hold a valid, unrestricted, Australia Drivers Licence
- Be willing to undertake an Australian Police Check

Employer questions

Your application will include the following questions:

Do you have technical support experience?

Do you have a current Australian driver's licence?

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