



Menu ▾

face2face  
RECRUITMENT



## Service Desk Analyst

face2face Recruitment

📍 Canberra ACT

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

 Contract/Temp

Posted 4d ago

**[More jobs from this company](#)**

**\*Closing Date:** 02 August 2023, 9:00 AM

**face2face reference:** 588465

**Location:** Canberra, ACT

**Hours:** Full-time

**Contract length:** Until 31 December 2023 Contract + 1 x 6 Months (Pending approval)

**Entry requirements:** Australian Citizen + Ability to obtain Negative Vetting 1

**Pay range:** \$60.00 – 70.00 p/h inc super

### About the role:

The Service Desk Analyst supports the Service Desk Manager in the administration of matters relating to provision of planning and delivery support activities to staff on core business operations and processes, and the resolution of technical ICT problems within the Agency Service Operations Section of the Digital Technology Branch, including participating in section planning for short term tasks and work area planning for longer term initiatives. The role is responsible for undertaking work that is moderately complex to complex in nature, under limited direction, utilising expertise in the area of IT systems and infrastructure, and operational support across a geographically dispersed network.

### Duties

- Assist the agency staff via phone, email, remote and onsite support with faults, issues, incidents and service requests within an ITIL framework. Record accurate, timely and meaningful data in relation to client follow ups, requests and communication.
- Undertake and administer support for staff in the Agency's National Office; Canberra City ACT and other Agency locations as required across the country by providing consistent, professional and timely support and guidance to staff on program and IT areas.
- Provide on-call support after hours on a rostered basis.
- Determine software and hardware requirements to provide solutions to problems. Install and configure software and hardware, and repair and replace peripheral equipment.

### **Required experience/skills**

- Knowledge and experience in successfully setting priorities and delivering quality results on time within the provision of business support arrangements and service desk operations.
- Proven ability to communicate effectively whilst responding to stakeholder needs and expectations across a geographically dispersed network.
- Analytical abilities with the ability to obtain accurate conclusions and apply innovative initiatives while contributing to change and business improvement strategies.
- Demonstrated personal integrity whilst achieving results within legislative and policy parameters.

### **Desirable experience skills**

- Knowledge and experience in the use of Microsoft Windows, Microsoft Office, Microsoft SCCM, Active Directory, Citrix, ITIL and Remote Access platforms are highly desirable.
- Ability to gain an understanding of the Agency law and practice.

If this sounds like the role for you, and you'd like to learn more, click apply now. f2f Recruitment team will be happy to assist you.

**Lisa Whitehorn**

**02 6199 5750**

**TeamICT@f2frecruitment.com.au**

*Excited about this role but don't believe your experience perfectly matches all job specifications? Why not examine your **transferable skills**? If they position you as a strong, quality candidate, it's well worth applying for the position. Read more on transferable skills: [www.f2frecruitment.com.au/transferable-skills-more-important-than-ever](http://www.f2frecruitment.com.au/transferable-skills-more-important-than-ever)*

#APS

\*Thank you for your interest in this position with face2face Recruitment. Our advertisements automatically stay live for 30 days, even if the position is filled beforehand. Should you find this role closed, not all is lost. If you submit your resume to us as a general expression of interest, we will consider you for other positions that suit your talent and experience. We may well have current positions to fill and will certainly consider you for future suitable roles. Submitting your resume has the added bonus of getting your name in the mix for opportunities we fill without even advertising. All you have to do is send your resume to **TeamICT@f2frecruitment.com.au**.

## Employer questions

Your application will include the following questions:

Do you agree to the privacy policy of face2face Recruitment?

What are your current working rights?

## Be careful

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

[Learn how to protect yourself](#)

Salary lookup

## What can I earn as a Service Desk Analyst?

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

[See more detailed salary information](#)



---

[Quick apply](#)

[Save](#)

## Job seekers

[Job search](#)

## Employers

[Register for free](#)

[Profile](#)

[Post a job ad](#)

[Recommended jobs](#)

[Products & prices](#)

[Saved searches](#)

[Customer service](#)

[Saved jobs](#)

[Hiring advice](#)

[Applied jobs](#)

[Market insights](#)

[Career advice](#)

[Recruitment software partners](#)

[Explore careers](#)

[Explore salaries](#)

[Company reviews](#)

[Download apps](#)

[SEEK sites](#)

## About SEEK

[About SEEK](#)

[Newsroom](#)

[Investors](#)

[Work for SEEK](#)

## Contact

[Help centre](#)

[Contact us](#)

[Product & tech blog](#)

[SEEK videos](#)

International  
partners



Partner  
services



Social



Privacy policy

Terms & conditions

Protect yourself online

© SEEK. All rights reserved