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DATACOM

Desktop Support Engineer

Datacom ⭐ 2.6 · __339 reviews__

📍 Canberra ACT

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

🕐 Full time

Posted 5d ago

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Here at Datacom we connect people and technology in order to solve challenges, create opportunities and discover new possibilities for the communities we live in

About the Role

Working as a Desktop Support Engineer you will be responsible for the provision of all aspects of End User Services to Datacom's customers. Aligned to our customers business requirements, we provide tailored maintenance services, hardware and software break/ fix support, remote support, software deployment and relocation services.

Please note that to be eligible for this role, you must be a Permanent Resident.

What you'll do

As a Desktop Support Engineer, you will be accountable for, but not limited to:

- Providing excellent technical support in a high-paced environment where customer satisfaction is paramount.
- Assisting new users with their IT hardware collection and setup.
- Ensuring new equipment, such as Laptops and Mobile phones, are up to date and deployment ready prior to release to customers
- Recording all customer contacts in the appropriate ITSM tool
- Keeping commitments to customers with regard to progress updates
- Using tools and processes to deliver services to customers in accordance with SLAs
- Proactively manage and maintain customer infrastructure as directed
- Initiate and drive service and process improvement

- Follow best practice methodologies and adhere to recognised ITIL processes (EG: Change/release)

What you'll bring

To be successful in this role, you will have demonstrated the following:

- Exceptional customer experience with regard to end user services
- The ability to prioritise work to ensure achievement of all service level agreements
- Sound knowledge of Laptops, Desktop PC's, printers, media and audio-visual equipment, BYOD and mobility
- You will bring excellent verbal and written communication and have the ability to articulate technical information to the target audience. Your professional customer service will be second to none, and you will have the ability to work autonomously with excellent time management.

Culture and Benefits

Datacom is ones of ANZs largest suppliers of Information Technology professional services. As an ANZ company, we have managed to maintain a dynamic, agile, small business feel that is often diluted in larger organisations of our size. It's our people that give Datacom its unique culture and energy that you can feel from the moment you meet with us.

At Datacom you'll be recognised and valued for your contributions. We're growing year on year and can provide stability, career opportunity and a collegial, agile, flat-structured environment that empowers people and promotes autonomy. We care about our people and provide a range of perks such as social events, chill-out spaces, remote working, flexi-hours, professional development courses and health insurance discounts to name a few. We operate at the leading edge of technology to help ANZ's largest enterprise organisations explore possibilities and solve their greatest challenges, so you will never run out of interesting new challenges and opportunities.

If you would like to know more and this sounds like you. Please apply online today!

Employer questions

Your application will include the following questions:

Are you an Australian Citizen?

What is your notice period?

What is your expected annual salary?

Be careful

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