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Service Desk Analyst

Penten

📍 Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Full time

 Generous salary and benefits + free onsite parking

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Security Clearance Requirements

The successful candidate must be an Australian Citizen maintaining a security clearance at the NV2 level.

About Us

Founded in 2014, Penten is a multi-award winning global technology leader in cyber solutions for government and defence. Our mission is to deliver new security technologies with impact. We work with exclusive clients to solve the cyber challenges of tomorrow and support complex transformations in the digital age.

Position Overview

We are seeking a dedicated Service Desk Analyst who will be providing technical assistance for our suite of products. You'll be shift working on a 7x12 (7am – 7pm) roster. During these hours you will be responsible for answering queries and addressing initial system and user issues in a timely and professional manner. You will be working across multiple security domains on primarily Linux based systems.

Reporting to the IT Operations Team Lead you will be able to work effectively within a team of analysts to meet priorities set by the Service Delivery Manager, Team Lead and Level 2, as well as fulfil standard daily tasks with minimal direction.

Our Secure Mobility Business Unit is a specialized team dedicated to delivering secure access solutions for classified and highly sensitive information via mobile devices. As a member of the Operations Service Desk within this unit, you will be at the forefront of empowering our clients with secure mobility solutions.

Duties and Responsibilities

How you communicate in this role is important, we value how we treat our clients, and you will be engaging with them on a regular basis, this includes:

- **End User Engagement:** You will be at the forefront of receiving end user enquires. You will handle communications in a professional and customer-centric manner.
- **Technical Support:** Providing technical support for our AltoCrypt product portfolio, you'll take an active interest on our products so that you may resolve standard issues and enquiries on them.
- **Service Ticketing:** Active monitoring of client IT Service Management systems, raising and tracking tickets for client activities and requests, ensuring they're documented, categorised and prioritised accurately.
- **Network Monitoring:** Active monitoring of network systems, including fault finding of alerts and resolving or escalating where appropriate.
- **Documentation:** Developing, editing and maintaining of IT support documentation, with a specific focus on Standard Operating Procedures (SOPs) and Knowledge Base Articles (KBAs)
- **Mobile Device Troubleshooting:** You will conduct troubleshooting for our iOS applications on Apple iPhones.

Experience, Skills and Attributes

- **Shift Work:** prepared to work in a 12x7 shift roster, which may include weekend and public holiday work.
- **High-Level Communication Skills and Customer Focus**
- **Incident Management and Service Requests**
- **Troubleshooting Network Environments**
- **Dedication to confidentiality**
- **Initiative and Problem-Solving Abilities**
- **Attention to detail**

- Security focused
- Reliability, Honesty, and Enthusiasm
- Documentation Skills
- Team work
- Adaptability

The following are highly desirable but not essential

- Experience in a customer service/Level 1 Tech support environment (Desirable)
- ITIL v4 (Desirable)
- Certifications and/or experience using Linux (Desirable)
- Certification and/or experience in Networking (Desirable)
- Certifications in IT/IT related areas (Desirable)
- Experience writing documentation such as SOPs and KBAs

For more information, please email us at: pentenhr@penten.com

Employer questions

Your application will include the following questions:

Which of the following statements best describes your right to work in Australia?

Do you hold Australian Security Clearance?

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Salary lookup

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