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IT Service Desk Analyst

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📍 Canberra ACT

 Help Desk & IT Support (Information & Communication Technology)

 Full time

Posted 15d ago

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Job Title: IT Service Desk Analyst

- Must be an Australian Citizen
- Requires Active NV1 or NV2 Security Clearance.

You will deliver value by:

- Customer Service or any other domain experience candidates who have **NV1 or NV2** security clearance and seeking a keen career in IT Service Desk can also apply,
- Provide 1st level IT support through telephone and other media contact support.
- Understand various media sources that interface with the Service Desk.
- Support multiple clients through customer service professionalism and insight.
- Provide troubleshooting to computer/desktop installation, operation, configuration, customization, and usage of assigned products.
- Respond to and resolve customer requests or incidents providing fast and efficient, and customer service.
- Customer Service Experience applicants can apply
- Strive for a high level of first-contact resolution.

You will be successful in this role if you have:

- **NV1 or NV2** security clearance is Mandatory.
- Demonstrated experience in 1st level technical support in an ITIL Service Desk environment.
- Demonstrated experience in supporting Microsoft Windows 10 and Office 365
- Understanding of Active Directory and administration processes
- Troubleshooting PC, networks, servers, software and hardware problems, and Microsoft applications.
- A keen interest in developing a career in IT (essential)

Employer questions

Your application will include the following questions:

Do you hold Australian Security Clearance?

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

What's your expected annual base salary?

How many years' experience do you have as a customer services representative?

How many years' experience do you have as a service desk analyst?

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Salary lookup

What can I earn as an IT Service Desk Analyst?

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