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## Internal Help Desk/IT Support

Cornerstone Medical Recruitment

Brisbane • CBD & Inner Suburbs

Information & Communication Technology • Help Desk & IT Support

Salary + Laptop + CPD Allowance • Full time

Posted 17h ago

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### The Role:

Bring your prior professional IT experience and/or qualifications to be solely responsible for the IT support function here at Cornerstone. Ensure a platinum level User Experience on a daily basis within this vibrant Healthcare recruitment agency. Work independently to problem solve and be committed to ongoing learning.

### Duties include:

- Troubleshoot and think critically to solve/manage all IT issues, for both on-site and remote staff, in a timely manner. This includes hardware and systems.
- Be solution focused and thrive on communicating these solutions to both Sales and Operational team.

- Set up new Users, implementing both hardware and software requirements.
- Be responsible for hardware inventory levels and Asset management.
- Perform updates, maintenance and upgrades to existing business systems.
- Drive research projects around future software or hardware implementations.
- Help to improve IT processes, security and systems.
- Partner with Marketing team to facilitate CMR webinars and virtual conferences.

### About you:

- You have a IT qualification and minimum of 1 year experience working within a professional office setting; looking forward to continuing your IT career within a fun environment.
- You are passionate about providing a great experience in every interaction and are always looking to improve processes within the IT space.
- You are Brisbane based and seeking a rapidly expanding business where you will gain broad exposure across all areas of IT, in order to develop your career long term.
- You are able to work independently and problem solve swiftly to ensure a positive outcome.

### The Perks?

- Competitive Salary plus Laptop provided.
- Vibrant office in Fortitude Valley with affordable on-site parking.
- Work how you want; stand up desks, team pods, chill out zones.
- Enjoy our Wellness studio on your breaks.
- \$1500 Professional Development allowance annually.
- Opportunity for mentoring by COO.
- No overtime or weekend work required.
- Part-Time or Full-time during 8am–4.30pm core office hours.
- Social and upbeat team culture.
- Team building days, Weekly awards, End of Month drinks, and Quarterly celebrations.
- Use industry leading tech and systems.
- Opportunity for long term career growth.

### Who are we?

Join us as we celebrate 10 years of CMR! We source healthcare professionals for health services across rural, remote, regional and metro Australia with a commitment to 5 star service. We pride ourselves on being The Medical Matchmakers as a happy medical workforce means better health for us all!

At CMR we are committed to supporting diversity, inclusion, and wellbeing. We respect and value individual differences, enabling our people to bring their whole self to work and reach their full potential. We believe in a working environment where people feel they belong and are inspired to collaborate and lead inclusively. This enables us to fulfil our purpose of making a genuine impact on the wellbeing of Australian communities.

**How to Apply:**

To be considered for this role, please apply via the link and record a video cover letter sharing with us why you are excited about this opportunity and what experience you will bring to this position.

Employer questions


**Your application will include the following questions:**

- Which of the following statements best describes your right to work in Australia?
- Do you have customer service experience?

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