

Level 1 IT Support (AU Citizen/PR)

Michael Page • Chatswood NSW 2067



Base pay

\$65,000 - \$70,000



Work type

Full time



Contract type

Permanent

Perks

WORK - LIFE BALANCE

Skills

IT SUPPORT

Full job description

- Join a world renown, award winning - Fortune 500 enterprise
- Support executive level employees and systems of an International Enterprise

About Our Client

My client is a \$60 billion revenue Fortune Global 500 company serving customers in 180 markets around the world. Focused on a bold vision to deliver smarter technology for all, they are developing world-changing technologies that power (through devices and infrastructure) and empower (through solutions, services and software) millions of customers every day and together create a more inclusive, trustworthy and sustainable digital society for everyone, everywhere.

Based in Sydney, their high performing team were the first to launch Premier Support globally and are now considered a flagship and a role model for other Premier Support teams around the world, deliver best-in-class support to my clients Premier Support customers throughout Australia and New Zealand.

Job Description

Over the phone and email you will deploy advanced troubleshooting and exceptional customer service skills to diagnose and resolve faults, and where necessary, dispatch parts and field engineers to site to conduct NBD repairs.

Job details



Date posted

13 Apr 2022



Expired On

08 Aug 2022



Category

Information Technology



Occupation

Help Desk & IT Support



Base pay

\$65,000 - \$70,000



Contract type

Permanent



Work type

Full time



Job mode

Standard business hours



Industry

SOFTWARE & SERVICES



Sector



Work Authorisation

AUSTRALIAN CITIZEN /
PERMANENT RESIDENT

You will oversee every case from start to finish demonstrating exceptional case management, follow up and communications to ensure the upmost customer service.

The Successful Applicant

Key Competencies Needed:

- Working knowledge of Windows OS and MS Products
- Experience diagnosing a broad range of hardware/software faults
- Experience supporting Desktops, Laptops and Tablets
- High attention to detail and exceptional quality control
- Able to problem solve and think laterally
- Effective verbal/written communications and customer skills
- Exceptional case ownership and ability to develop solid action plans
- Proven ability to learn and support new and complex technologies
- Ability to prioritise in a fast-paced, dynamic work environment

What's on Offer

- Incredible work/life balance
- 4 day working week
- Competitive salary
- Cutting edge work environment
- Brand new offices
- Rare career progressive opportunities
- Great Team Culture
- Close to public transport
- Great Bonus scheme