



Senior Helpdesk Support

Hays • Sydney CBD NSW



Base pay

\$60,000 - \$100,000



Work type

Full time



Contract type

Permanent

Full job description

Your new company

US based Global multinational architecture engineering firm based at CBD. One of the most respected and leading global professional services firms is seeking field technicians to join their team on a contractual basis with the possibility of getting on permanent role. Joining the Technology consulting team, you will work along with teams rolling out large projects for NSW state government.

Your new role

- Provide support for local and remote employees as a member of the Information Technology Department.
- Communicate effectively with users to determine and resolve common problems and requests in compliance with established service level agreements
- Perform hardware & software installation, upgrades, and problem resolution to facilitate employee's day-to-day productivity.
- Provide support for software applications.
- Assignment may include creating and maintaining PC & Laptop images; software distribution environment (for PCs and Laptops); remote control software installation, management & maintenance; domain account creation and maintenance; email account creation and maintenance; etc.
- This individual will also need to participate and contribute to the ongoing IT optimization process.
- Assist the local and global teams with hardware and software inventory when required.
- This individual may help serve as a technical consultant resource to other desktop support technicians for problem resolution and the

Job details



Date posted

05 Mar 2022



Expiring date

05 Mar 2023



Category

Science, Technology & Environment



Occupation

Help Desk & IT Support



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\$60,000 - \$100,000



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Permanent



Work type

Full time



Job mode

Standard/Business Hours

teaching of new skills.

- Participate in global IT project rollouts.
- Continue to update knowledge and skills to keep up with rapid advancements in computer technology of hardware, software, and Operating systems.

What you'll need to succeed

- Minimum 2 years work experience in providing first and second level support
- Experience in the deployment, monitoring, maintenance, and support of operations systems, devices, hardware, and software and managing inventory.
- Demonstrated understanding of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- Demonstrated ability to interact, engage and foster trustworthy relationships with senior team members and external service providers.
- Experience with security management procedures
- Excellent written and verbal communication skills as this requires end user interaction.

What you'll get in return

- Permanent position in a multinational company
- Culture that fosters learning and support
- Career development opportunities

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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