

Service Desk Officer

- Sydney – Ultimo based
- Hosted infrastructure environment
- 24x7 customer telephone support with hands on activities

This role involves dealing with customer support matters for level 1 support.

Duties:

- Communication to customers via email and telephone
- Monitor of customer systems and network (training provided)
- Management and escalation of operational incidents
- Tape rotation and tape management
- Maintaining operational standards, procedures and documentation (training provided).
- Maintain security of customer information
- Provide Remote hands support: i.e. re-setting or rebooting of equipment and other hands on tasks relating to System platforms (training provided)
- Ensure service levels are achieved and response times adhered to
- Provide shift handover reports

Skills:

- Customer service experience essential
- A strong customer service focus
- Very good oral and written communication abilities
- Flexibility, initiative and adaptability

Desirable Experience/Qualifications:

- Service Desk / Call Centre exposure
- ISP/Hosting experience.
- Unix/Windows/Linux exposure
- Netbackup/Commvault exposure

Hours:

Rotating shift roster

4 days on, 4 days off: two days: 7am-7pm, two nights: 7pm-7am

Salary:

Salary and benefits will be negotiated with successful candidate depending on experience

Send your CV to hr@harbourmsp.com