Help Desk & IT Support - Green Light

Apply Now

Company: Green Light

Location: Australia

Category: computer-and-mathematical

Perm role

NV1 or NV2 clearance required

Large enterprise

GreenLight is on the lookout for an experienced **IT Desktop Support Officer** to join one of our delivery partners.

Aligned to our customers business requirements, hardware and software break/fix support, remote support VIP (Executive) support, software deployment and relocation services as well as return-to-base warranty & non-warranty hardware break/fix repairs with each of our clients.

The Executive Support role is responsible for the provision of customer centric onsite End User level 2 and 3 Support to Executive teams which include the Executive and their Assistants. In this role you will be expected to take lead and own all IT support issues of the customers Executives User Computing Environment.

This includes:

Operating System and Desktop Management client software.

Ownership of all exec IT issues including driving internal and external providers to resolve issues in a way that limits impact to executive staff member.

All devices used by Executives including Laptops, phones, peripherals, AV systems and

printers.

Deliver service to the tight VIP support timelines and SLAs.

This role will require in depth knowledge of the client environment and close working relationships to foster innovation for continual service improvement and opportunities for increased service and value add.

You will be supported through our Staff Enablement Model which will allow you to demonstrate initiative, decision making, personal leadership and will ensure effective and professional communication are delivered to all relevant parties.

If this feels like you click apply, or reach out to Resource Manager Zainab Afzaal at zainaba@greenlightworldwide.com or Joe Pivac Joep@greenlightworldwide.com

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Cross References and Citations:

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