

Australia Jobs Expertini®

It Support Specialist - 12-Month Contract

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Company: Wpp

Location: Perth

Category: other-general

We are the creative transformation company. We use the power of creativity to build better futures for our people, planet, clients, and communities. At WPP we're reinventing creativity on an ever-broader canvas, bringing together unrivalled talent, resources, and skills to provide an integrated offer of communications, experience, commerce, and technology for clients. It's our people who make the company, and what we do, extraordinary. We champion an open and optimistic workplace, where everyone has the chance to thrive and shine. We foster and celebrate an inclusive culture of belonging, one that embraces diverse thought and individual expression. Find out more about us including some of the work we're doing to build better futures for our people, planet, clients, and communities: **YOUR ROLE IN A NUTSHELL:** At WPP, technology is at the heart of everything we do, and it is WPP IT's mission to enable everyone to collaborate, create and thrive. WPP IT is undergoing a significant transformation to modernise ways of working, shift to cloud and micro-service-based architectures, drive automation, digitise colleague and client experiences and deliver insight from WPP's petabytes of data. This is a 12-month fixed term contract and you will carry out the effective and efficient everyday operations of the IT Desk Side for WPP AUNZ. A trusted pair of hands to deal with level 1-3 issues as they present, and a trusted resource for the Solutions team to assist with project work when needed. **WHAT YOU WILL SPEND YOUR TIME DOING:** Level 1-3 incident and problem management, including diagnosis, liaison with appropriate internal and external resources to drive resolution, and stakeholder management throughout the resolution process Escalation of issues to the appropriate teams as required Manage simple user and office relocations Supervise and

assist with deployment of new hardware and software to end users, as well as tracking of assets from onboarding to offboarding Ensure company AV equipment in meeting rooms is working at all times Subject Matter Expert for unique line-of-business technologies Compiling, documenting and maintaining Service Desk knowledge base and standard procedures Working in the Eagle Eye team (covering Australia, New Zealand and Bali) to ensure same-day resolution of user incidents across all supported operating companies; this will involve remote support Liaison with the WPP GTS teams (Infrastructure, Network, Security, Systems Admin) and Applications teams for assistance with project work as required

SKILL REQUIREMENTS: Communication skills are key; the ability to communicate effectively with colleagues across all relevant teams (Management, Account Management, Strategy, Media, Technology, Creative, Design, Studio and Production) and all end-users in clear, appropriate language (whether written or verbal) Maintain strong technical skills as tools and technologies evolve Strong problem-solving abilities Shows initiative in finding ways to minimise incident recurrence Able to work with minimal direct supervision Able to manage time effectively and set priorities appropriately Able to maintain professional demeanor under stress

QUALIFICATIONS: At least 3 years' experience in professional IT Completion of Bachelor's Degree in Computer Science, Information Technology, Management Information Systems or similar Strong understanding of supporting both macOS and Windows Experience in troubleshooting Microsoft Office 365 applications and other cloud services Experience with Adobe Creative suite preferred End-user network troubleshooting skills Experience with Helpdesk portals such as Zendesk (as used by The Brand Agency) and ServiceNOW

THE SUCCESSFUL CANDIDATE WILL BE: Self-motivated, but also a strong team player Committed to customer satisfaction Someone that can empathise and communicate effectively with end users Knows how and when to engage management, when needed Able to build excellent relationships, based on trust and mutual respect Can uphold a positive attitude at all times, even under stressful conditions Able to handle challenging, rapid-response user support Experienced in balancing, prioritising and organising multiple tasks Able to communicate with all stakeholders readily and clearly

HOW WE WORK: At WPP, our people are at the heart of everything we do. Our mission is to build and foster an inclusive culture of belonging, one that is equitable, tolerant, and respectful of diverse thought and individual expression Our ambition is to create workplaces where our people feel not only that they have opportunities to thrive, but also that they are celebrated. A place where everyone has the opportunity to learn, grow and do amazing creative work,

surrounded by leaders and colleagues who are inclusive, supportive, and kind. We believe that ultimately diversity and difference will combine to produce extraordinary creativity, manifested in the work we do for our clients and the impact we have on the world. We support flexibility through our hybrid working model which offers the benefits of being together in the office and working from home. We encourage our people to work in ways that meet their needs and enable them to deliver great work. WPP is an Equal Opportunity Employer. Our mission is to build and foster an inclusive culture of belonging, one that is equitable, tolerant, and respectful of diverse thought and individual expression. WPP is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to age, ethnicity, colour, religion, sex, gender identity, sexual orientation, disability status, or any other characteristic protected by law. We encourage all applicants to apply. #LI-DNI #J-18808-Ljbffr

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