

## Level 2 Service Desk and Onsite Support Engineer Brisbane

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Company: blueAPACHE

Location: Brisbane

Category: other-general

About UsblueAPACHE is an Australian owned award-winning Managed Service Provider, recognised for the 5th year running, as Mid-Market Partner of the Year at the ARN Innovation Awards. We pride ourselves on being a genuinely great place to work, with a vibrant culture, clear vision, and strong leadership. When joining blueAPACHE, you are joining an organisation that is driven by our core values of employee and customer experience. We are proud to be an equal opportunity employer and are committed to building a diverse and inclusive workplace where we embrace our individual talents, and our differences.

### The Role

We have an exciting opportunity for an experienced Level 2 Service Desk and Onsite engineer to join our Brisbane Service Centre team.

The successful candidate will have previous MSP experience and provide Onsite and remote Incident resolution and fulfilment of onsite desktop activities and ensure the smooth operation of IT services for our customers.

Duties include assisting remote resolver teams with activities that require physical presence, creating knowledgebase articles and process documents, reducing the volume of incidents by identifying and eliminating root cause through pro-active problem management process.

You will also assist the projects team with deployment of new infrastructure (desk and server side) and acting as the key technical representative of bA managed services. Setup new PC's, phones, and mobile devices as per customers' existing documented processes and carry out the Software installation of preapproved desk side software.

This role will be based in Milton, Brisbane and will require travel between customer sites

which are located both within metro and regional Queensland, as well as phone based support work with our Milton office with the Service Desk team.

2+ years of experience working within a Service Desk or Field Services role.

Basic understanding of IT Infrastructure with some experience including networking technologies such as routers and switches (switching, routing, VLAN, WLAN, WAN, TCP/IP, Radius, VPN).

2+ years Active Directory, DNS, DHCP and group policy experience

2+ years experience working with a ticket management system

Qualifications

A valid Driver's Licence and your own transport

IT degree or Diploma

ITIL v3/4 certification

Valid Microsoft and Cisco Certified

VMWare certification desired but not essential

blue APACHE continues to grow alongside some of Australia's leading midmarket businesses, our valued clients. We continue to stay abreast of current technologies to maintain our competitive advantage, offering the opportunity to continually expand your technical expertise and provide an uncompromising offering to our clients. We recognise our people are our most significant differentiator.

We offer options for you to interview virtually.

blueAPACHE offers an environment to make a real difference, develop careers within a supportive and rewarding environment.

Regular social events and an awesome culture – work with a team of experts in their field

Health Insurance discount with Medibank

Discounts on 1000's of products

Novated leasing available for all employees

Employee Assistance Program from The Mind Room

Ongoing training and development including paid certifications.

Quality hardware and laptop provided.

Employee referral programs - once you are in and you are loving it - you can refer a friend and get paid for it!

Please note, all offers of employment at blue APACHE are subject to Police Clearance Checks.#J-18808-Ljbffr

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