

Senior Ict Support Specialist

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Company: Cdc Data Centres

Location: Australia

Category: other-general

About us: Established in 2007, CDC Data Centres is Australia's leading operator of sovereign, secure, world-class data centre facilities. Headquartered in Canberra with multiple facilities in the ACT, NSW and New Zealand, CDC's diversified operations provide secure data centre configurations that support co-location, containerised and hyperscale compute environments with all campuses interconnected with high-speed carrier grade networks. At CDC we are passionate about creating an inclusive workplace that promotes and values diversity. We believe that everyone's unique experiences enable us to deliver meaningful benefits for our people, our clients, and communities. Our mission is to attract, retain and grow the world's best data centre team. Our people are responsive, innovative, and trusted in supporting our customers. Together, we configure the landscape to meet the security, reliability, connectivity, and sustainability needs for today and tomorrow. About the role:

The IT Support Specialist works with a broad range of technologies and liaises across multiple areas of the business to resolve incidents, solve problems, and fulfil requests for IT-related assistance. The employee is responsible for responding to IT requests via phone and email and is responsible for explaining solutions in technical and nontechnical terms.

Responsibilities include: Server Administration (Windows) Active Directory and Group Policy Administration File & Print (Permissions, Groups, Shares) PowerShell (Desirable) Cloud Administration Azure Active Directory Microsoft Office 365 Microsoft Exchange Domain Name, DNS Services Application Support Microsoft Office AutoDesk Applications Mobile Device Management (MDM) Apple IOS Audio Visual / Conferencing Support Computer Networking Support Documentation / Reporting to Management Providing systems and

application training to staff and customers Managing corporate ICT assets, including laptop, desktop, mobile and digital assets Embrace and model CDC's DNA and Leadership Fundamentals. Provide cultural and operational team leadership. Mentor and impart knowledge to junior staff. Other duties as directed from time to time. About you: Minimum 5-7 years' experience in similar role Experience in the troubleshooting of complex application and system issues Professional written and verbal communication skills Excellent customer service skills Ability to respond to customer requests in a timely manner Team Leadership skills and ability to delegate tasks Essential: Australian citizenship and ability to obtain, an NV1 Security Clearance. How

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