

## Service Desk Analyst

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Company: West Recruitment

Location: Parramatta

Category: computer-and-mathematical

- Competitive Salary up to \$80,000
- Flexible Work-from-Home Options
- Convenient Western Sydney Location with On-Site Parking

About your next opportunity

At West Technology, we are excited to collaborate with a renowned business, one of the largest family-owned companies in Australia and New Zealand.

Recognized as a Top 10 Best Place to Work in Australia, this company boasts a vibrant culture and an inclusive, welcoming work environment.

About your new role

Under the guidance of the Product Manager, you'll step into a specialised position providing level 1–2 support across IoT hardware and Azure-based IoT software platforms.

Primary tasks will include:

- Facilitating onboarding, activation, and decommissioning of IoT devices.
- Offering technical support and troubleshooting for Azure-based platforms and IoT devices.
- Efficiently managing support tickets, ensuring timely follow-up and escalation.
- Providing user training on the utilization of IoT devices.
- Keeping support documentation and procedures up-to-date.

About your experience:

- 2+ years of experience in level 1/level 2 service desk roles.
- Proficiency in managing support tickets, with a focus on follow-up and escalation.
- Exposure or experience with SharePoint, BI frameworks, and API frameworks.

- Excellent verbal and written communications skills.
- Strong analytical and troubleshooting skills.
- A customer service-oriented mindset.

What's in it for you?

- Competitive salary, up to \$80,000
- Enjoy a highly flexible WFH policy for an optimal work/life balance.
- Convenient Blacktown location with on-site parking.
- Enhance your career by adding a great company to your CV!

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