

## Service Desk Analyst

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Company: West Recruitment

Location: Sydney

Category: other-general

- 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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