

Support Officer

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Company: Confidential

Location: Australia

Category: computer-and-mathematical

Our client is a global organisation with an office here in Melbourne. Due to promotion, into their IT team, they are now seeking a Support Office to work as part of a team in their operations division. Reporting to the Team Leader, you will be providing remote support and hands on remote fault finding for their proprietary systems, provide phone support for internal and external stakeholders and make strong use of your IT skills.

This opportunity will be best suited to a candidate who has a background in IT and/or Electronic Engineering as you will be supporting field technicians and engineers who configure and test camera and IT systems. We are looking for someone with a couple of years' plus experience who can be trained in their hardware and software product. However, you will need the following background to be considered:

2-3 years commercial experience in IT (Windows Operating System, Server setup/maintenance)

Python scripting skills are essential

Experience in a Service Desk using a service management software and supported networks

General IT fault finding skills

Working knowledge of Microsoft Office applications - Outlook, Excel, PowerPoint and Word

Be able to work full time at the client site in South Melbourne

Excellent communication skills and customer service

Only Australian Permanent Residents or Citizens are able to be considered

This role will be from 7am to due to the nature of role. There is a on call roster for 1 week every 4 and you will be given an extra allowance for this. The base salary is \$75,000 + superannuation with training provided. There is a career path to become a team leader and move into the IT team to further develop your skills in the future.

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