



2nd Level Tech Engineer - NV1/NV2 Required

Hays • Adelaide SA 5005



Base pay

\$40 - \$45 / hr



Work type

Temporary



Contract type

Permanent

Job details



Date posted

21 Mar 2022



Expiring date

21 Mar 2023



Category

Information Technology



Occupation

Software Engineering



Base pay

\$40 - \$45 /hr



Contract type

Permanent



Work type

Temporary



Job mode

Standard business hours



Work Authorisation

**Australian citizen /
Permanent resident**

Skills

ACTIVE DIRECTORY

ITIL

CUSTOMER SUPPORT

LINUX

MICROSOFT OUTLOOK

MICROSOFT WINDOWS

VMWARE

BUSINESS APPLICATION SUPPORT

COMPTIA

DEPLOYMENT

IT SUPPORT

OPERATIONS

ROOT CAUSE ANALYSIS

SERVER SUPPORT

TECHNICAL SUPPORT

TEAM LEAD

Full job description

Your new company

This organisation a global information technology company that builds high-performance, security-centric solutions that can help change the world. Enhancing people's lives through secure, reliable advanced technology is their vision.

Your new role

- Provide technical (1st and 2nd level) IT support to internal employees via telephone, email, walk-ins and remotely
- Good troubleshooting and problem-solving experience
- Handle, triage and troubleshoot faults and service requests, perform First in fix and engage the right resolver groups
- Ability to communicate clearly and concisely both verbally and in writing to customers and internal stakeholders
- Communicate courteously and effectively with non-IT and IT specialists alike to ensure customer and service level standards are met successfully
- Ensure all technical processes and security protocols are correctly followed
- Manage and monitor team responses for jobs assigned to queues
- Manage, assist and provide advice to staff for resolving and/or providing workarounds to incidents as directed
- Demonstrate commitment to improve knowledge base and service quality improvements on regular basis

What you'll need to succeed

- Proven experience in a Technical support environment performing fault investigation, triaging and resolution
- Experience with desktop support, server support, hardware, network and software installation and troubleshooting
- Experience with virtualisation, VMware and similar technologies
- O365 experience is essential for this opportunity due to the nature of the environment
- Working in a large enterprise environment supporting customers over the phone and supporting the team with various desktop tickets
- Excellent customer service is key
- Good troubleshooting and problem-solving experience
- A proactive nature, an enthusiastic attitude and a genuine desire to help people;
- Experience with supporting a corporate Windows and Linux environment
- Experience with supporting physical and virtual environments (Desktop and Servers)
- Ability to work in a complex environment with clients and colleagues located across multiple sites
- Innovative and think outside the box mind set
- Active Directory (users, mailbox management)
- Operating system support (Windows 10 & 7, Linux and other operating systems)

- Office 365, outlook, exchange and other critical business application support Standalone Support
- Printing (installation, deployment, configuration, disposals)
- Complex Software installation and troubleshooting
- Network (tripling, fault diagnostic, root cause analysis)
- Software and Hardware diagnostic skills and building/upgrading PC's

You will be successful in this role if you have:

- 5-7 years of experience in desktop and infrastructure support roles especially in operations
- Experience in Service Desk and customer support over the phone, walk-in and remotely
- Familiarity with ITIL framework
- Degree and/or IT Certifications (Microsoft, CompTIA, ITIL etc.) (highly desirable)
- Exposure to Linux and virtualisation environment is recommended
- Team lead / leadership experience (desirable)

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or contact Ravindu Tharuka on (08) 7221 4181 or ravindu.tharuka@hays.com.au for further information.

At Hays, we value diversity and are passionate about placing people in a role where they can flourish and succeed. We actively encourage people from diverse backgrounds to apply.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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