

## OUR CULTURE

A place that proudly delivers great things

**ICT SERVICE DESK  
OFFICER**  
**Permanent**  
**Full Time**  
**Base Salary Range:**  
**\$80,621 - \$87,176 p/a**

### About Us

We are proud of what we achieve for our community and we empower and value our staff by recognising achievements and delivering on our promises. We are respectful, innovative and easy to do business with and we engage our community to inspire progress and build a future. We enjoy what we do!

### About the Opportunity

Reporting to the Information & Technology Lead, you will be the first point of contact and responsible for overseeing all incoming service requests including managing, resolving and escalating these as appropriate.

With your friendly outgoing nature, you will work with our internal support teams and external service providers, you will draw on your ability to build solid working relationships to resolve incidents and complete service requests as well as undertaking hardware and software installations, upgrades and support.

Using your outstanding communication skills, you will ensure that our customers are kept up to date and receive a service that is timely and efficient.

### The right person will have skills and experience in the following:

- Relevant tertiary qualification/certificate or demonstrated experience in Information Technology
- Delivering exceptional customer service, with excellent communication skills for a technical and non-technical audience
- Undertaking research and discovery to resolve issues
- Microsoft Office and corporate digital applications, including AD, Exchange, 365 etc
- First level systems and technical support and training (preferably in 200+ organisation)
- Capturing, developing and documenting processes
- Unencumbered Australian drivers licence

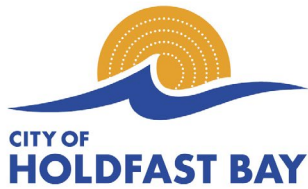
### What we offer:

- Flexible working options
- Career development opportunities
- Health and wellbeing programs
- Attractive and competitive remuneration

**OUR  
VALUES**

**ARISE**

ACHIEVEMENT RESPECT INNOVATION SIMPLICITY ENGAGEMENT



## OUR CULTURE

A place that proudly delivers great things

- Recognition of achievements
- Vehicle Salary Packaging
- Paid parental and partner leave
- Employee Assistance Program

### **To enquire and apply:**

To find out more about the role contact Leigh Ray, Information & Technology Lead on 8229 9814.

Head to [www.holdfastbaycareers.com.au](http://www.holdfastbaycareers.com.au) to review the Position Description before you submit your application.

Email the following to [careers@holdfast.sa.gov.au](mailto:careers@holdfast.sa.gov.au):

- Your Resume
- A cover letter of up to 2 pages, telling us about yourself and how your qualifications, experience and skills relate to this role

Please quote reference no. 20.24 on your application.

Only applicants who address and meet the essential criteria in the Position Description will be considered.

**Applications close at 9am on Monday, 8 July 2024.**

Candidates will be required to undertake DHS Screening.

**OUR  
VALUES**

**ARISE**

ACHIEVEMENT RESPECT INNOVATION SIMPLICITY ENGAGEMENT