**Technical Support Officer**

* 12-month contract
* Government role
* AO4

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| Fortnight Salary | $2,860.00 - $3,136.00 |
| Total Remuneration | $85,128- $93,344 including superannuation and leave loading |

We have this great opportunity for a Technical Support officer to provide first contact technical support and advice to users across multiple locations, platforms and technologies for a large Qld Government Department.

As the Technical Support Officer, you will make decisions around the timely and correct escalation of incidents and requests to ensure that Service Level Agreements are met.

You will make mature decisions around the reactive response to client demands and the triage of requests and incidents being logged by multiple support channels.

Responsibilities:

* Provide a high quality of service desk and desktop support services for information technology and telecommunications by managing the provision of a high quality courteous and efficient first line support to customers with regard to information technology hardware and software problems; and telecommunications enquiries and requests.
* Ensure that all incidents reported to the Service Desk are recorded, categorised and prioritised and referred to support staff where appropriate by scheduling and actively monitoring incidents to ensure service level response and restoration times are within service level agreements.
* Proactively analyse trends in calls, identify appropriate areas of responsibility and monitor resolutions.
* Provide the first level of escalation and undertake appropriate escalation procedures.
* Ensure that ICT support reference materials are created, utilised, maintained, and deployed consistently to maximise re- use, minimise user down-time and optimise organisation return on investment.
* Assist with the preparation of statistical information on the utilisation of ICT Services and the identification of problems or issues relative to the provision of information services across the department.
* Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety and ethical behaviour.

**Highly Desirable and good to have skills**

* Experience in the delivery of Service Desk and or Desktop Support in an ITIL aligned Customer Service driven environment supporting Enterprise and Bespoke applications, systems and services.

We are looking for people who will live their values and who are open to change.

This department manages a mobile, flexible and agile workforce to support service delivery and professional development.