Position vacant
IT Service Desk Analyst – Entry Level

The Law Society of New South Wales is looking to employ an IT Service Desk Analyst in its Information Technology Department on a full-time basis. This position will be advertised internally and externally, and if any staff member is interested in applying for the position or requires further information, please contact the HR Department no later than 10 May 2019.

Responsibility

The Service Desk Analyst is responsible for user support and customer service on company supported computer applications and platforms.

Key accountabilities

- Contribute to the maintenance of all network activities, system operation and database & network security.
- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues.
- Research questions using available information resources.
- Advise user on appropriate action.
- Follow standard help desk procedures.
- Log all help desk interactions.
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports.
- Stay current with system information, changes and updates
- Carry out installation, configuration and testing of all new computers and software.
- Backup all systems in absence of ITS Network Administrator.
- Provide updates on all documentation of current systems.
- Provide backup support to the ITS Infrastructure Engineer.
- Project work or tasks as requested by the IT Operations Manager and/or Project Manager.
- Identify areas of risk and provide inputs to modify procedures when necessary.

Secure this role with:

- Strong customer service experience to assist stakeholders over the phone and in person.
- Genuine interest in technology.

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Employer
of Choice for
Gender Equality

- Technical qualifications in Information Technology would be advantageous but are not essential.
- Experience with Windows10, Microsoft Office 365 /Exchange, and User Computing Hardware (PC, smartphone, tablet) advantageous.
- Knowledge of ITIL, Sharepoint, Microsoft Windows Server/ directory services (Active Directory) would be advantageous.
- Strong communication and intuitive problem-solving skills.
- Ability to work collaboratively in a team-based environment where demands constantly changing.
- Previous Service Desk, call centre, retail and or hospitality experience is desirable.

Applications

The Law Society of New South Wales is committed to building and maintaining a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

Written applications, including a cover letter and brief resume should be addressed to: recruitment@lawsociety.com.au.