

Service Desk Incident Management Officer and Team Leader

A great career awaits you! Build your experience, develop new skills, work with enthusiastic people and give yourself an opportunity to learn from experienced IT professionals. Find the right role for you with Area9.

Do you have good organisational and communications skills? Do you have a background in customer service? Join Area9 to contribute your knowledge and expertise, with a supportive management environment to allow you to get on with the job.

Area9 IT Solutions is a well known, innovative and dynamic IT solutions and service-delivery company based in Darwin, with over 500 clients. Due to strong business growth and increased capabilities, we are seeking a Service Desk Incident Management Officer & Team Leader.

This role provides 1st level Service Desk support to our valued clients with varied IT environments and is also responsible for co-ordinating and overseeing the 1st Level Service Desk team.

Duties & Responsibilities:

- Resolve incidents and/or provide solutions at 1st point of client contact
- Carry out user/account administration
- Coordinate Service Desk Team activities to ensure that jobs logged are completed within expected resolution times
- Maintain communication with clients throughout job lifecycles
- Manage job queues and ensure jobs are escalated as required
- Promote effective communication between Service Delivery department teams
- Ensure operational procedures used by the team are maintained and adhered to

Experience

Take the first step in your IT career or jump to the next level in the IT industry with Area9. If you have previous experience in the coordination of a team, preferably in an IT services environment, and have a good understanding of IT, get on board with Area9 today.

Personal Attributes

If you are self motivated, have a positive, client-focussed attitude, the ability to work under pressure while maintaining composure and can lead a team, this job is for you! An ability to prioritise your workload, manage individual and team tasks, think laterally and solve technical problems while maintaining attention to detail is also required.

Qualifications

A relevant qualification is desirable, such as Certificate 4 in Information Technology and/or Microsoft MCP and ITIL Foundation Certification or similar. Previous support experience with Windows Desktop systems will be favourably considered.

Area9 has a **passion for staff development** and you'll have an opportunity to achieve Microsoft and other industry certifications with training provided by Area9. Salary will be commensurate with your skills, qualifications and experience. We would love to hear from you by 14 January 2012. Please send a brief application and CV to HR@area9.com.au