

The Area9 team has reached an outstanding milestone....200,000 jobs!

Area9 is a well-known, innovative and dynamic IT solutions and service-delivery company in Darwin. The qualified and friendly service desk staff, who take calls from Area9's clients, are delighted to have achieved their 200,000<sup>th</sup> job!

## The Area9 Service Desk

The Area9 Service Desk is well staffed with a friendly, helpful and capable team of professionals, whose primary aim is to resolve incidents and ensure clients are operational at first point of call. The Service Desk team is supported by highly-skilled engineers.



## In the Driver's Seat

Area9's Service Desk team and their team leaders have set the benchmark for this breed of IT professional. The skills needed to be a good incident management officer (IMO) include technical knowledge, customer service, communication, adaption to change, and an understanding of the business processes of Area9's clients.

Ben Swan, from the NT Aids and Hepatitis Council, made the 200,000<sup>th</sup> call seeking resolution of a minor IT issue, and Area9's Jarryd Sullivan is delighted to have been able to help. Jarryd has been working as an IMO at Area9 since 2010 and claims a love for IT as his main passion.

## Get More Bang For Your Buck

Call Area9 on 8984 2500 for IT solutions, professional IT services and award-winning cloud computing, backed by 24 hour support to Territory business and industry.