

POSITION VACANT
TEMPORARY TRAINEE SERVICE DESK ANALYSTS
VACANCY REFERENCE NUMBER – COM2145/0917

Gladstone Ports Corporation is actively seeking applications from suitably qualified candidates for the role of Trainee Service Desk Analyst. The Trainee Service Desk Analyst (TSDA) position is an entry level position into the IS team. The TSDA role allows development of IS support skills across multiple technologies in test, development and production IS systems. The TSDA will be responsible for providing a positive first contact experience to GPC IS team customers, and be accountable to delivering a fast, responsive resolution, in line with agreed delivery times.

Specific responsibilities include:

- To respond to incidents and requests for service and provide a resolution to meet targets.
- To work in accordance with the principles, policies and procedures of GPC.
- Troubleshoot audio visual (AV) equipment (including video conferencing), liaise with AV vendors for repairs and respond to requests for assistance and training.

Candidates must respond to the following **key selection criteria** relevant to the role:

<p>1. Interpersonal Skills</p>	<ul style="list-style-type: none"> • Provision of exceptional Customer Service • Team player with a flexible approach • Excellent interpersonal skills (written & oral) with the ability to deal effectively with employees at all levels and vendors • Demonstrated ability to work under pressure and to meet strict deadlines within a team • Self-motivated with strong organisational skills • Enthusiasm in learning new concepts and tasks, with a view of improving skills
<p>2. Information Technology</p>	<ul style="list-style-type: none"> • Experience in desktop systems including but not limited to Microsoft Windows 8 and Windows 10 environment • Experience with Microsoft Office products, with a strong focus on Outlook, Word, Excel, PowerPoint • Proficient in the use of some of the desktop and laptop computer systems and peripheral systems, e.g. data projectors, printers, audio video systems, mobile phone, desktop phone, wireless networks • Experience with Active Directory, Asset Management, Microsoft Exchange and Microsoft Server products (desirable) • Experience with Network Services, e.g. wireless, wired, switches and routers (desirable) • Experience working with call management systems e.g. Remedy, HP OpenView, ServiceNow (desirable) • Helpdesk experience or customer support experience (desirable)

Tertiary qualifications in Information Technology or related field is required for these positions. The successful candidates will be a self-starters, problem solvers and have the ability to work within a collaborative team environment. Previous experience in IT support will be highly regarded.

Failure to provide a written response to the key selection criteria listed above, will result in your application being unsuccessful.

Confidential enquiries may be made by contacting the Employment Officer on (07) 4976 1686. Applications are to be received prior to **4:00pm, Friday 22 September** and can be submitted via www.gpcl.com.au/careers.