



Service Desk Technician

The Company

Telesmart is an innovative and exclusively business-focused Unified Communications, Network, IT Services and Internet Service Provider.

We are committed to bringing our customers the best possible communications experience. We have been serving New Zealand companies and organisations since 2005. Find out more about us at www.telesmart.co.nz

Role Description

We are looking for a capable, customer focused individual to provide a professional service for Telesmart's clients utilising our strong processes within the Service Desk. The role is to work within our friendly Service Desk team as Service Desk Technician to support our wide range of customers across multiple platforms each day. This would be done through managing and monitoring the types of requests that are being handled and how they are progressed through to completion.

To be considered for this role:

- Excellent technical skills and with 1-2 years (minimum) relevant industry experience
- Excellent Customer Service in Face-to-Face, Telephone or Electronic Interaction with Clients
- Hands-on experience with Windows/Linux/Mac OS environments
- Must have excellent up to date knowledge of all Windows desktop platforms in particular Windows 7 and up, as well as an in-depth knowledge of the MS Office suite of products
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Self-managing, team player who is passionate about their work
- Capable of helping and mentoring your peers
- Exceptional problem-solving skills with a strong focus on end-to-end ownership of issues
- A proven ability to build strong relationships across a range of stakeholders
- Ability to perform remote troubleshooting and provide clear instructions
- Must have attention to detail
- Ability to work to tight deadlines
- Ability to prioritise project work alongside day to day activities
- Fast-paced learner

We are looking for proven experience/skills in some of the following areas:

- Windows Operating Systems (desktop and server)
- Cloud system administration
- Microsoft Office applications (including Office 365)
- Enterprise Service Desk Applications
- Basic Networking
- Mobility Support



- General end user hardware support (Laptop, Tablet)
- Basic Database (SQL,MySQL)
- Printer/MFD Support
- Hypervisor - Basic Administration/Management
- System Centre Suite and other management applications (SCSM)
- Active Directory User/Computer Administration
- Microsoft Exchange User Management
- Telephony Solutions
- Enterprise Video Conferencing

What is in it for you:

- The opportunity to develop technical skills across a variety of environments from Networks through to Server and Desktop environments
- Develop your skills in moving to the next level be it technically or leadership
- Being a Managed Service Provider, you will have a diverse customer base to work with to improve your relationship management skills
- The chance to be part of a dynamic team where you can share and develop your knowledge

To apply for this position, please email your current Curriculum Vitae and a covering letter outlining your background and your interest in the role to PSjobs@telesmart.co.nz.

You must have the ability to work in New Zealand when responding to this advertisement. We will endeavour to contact all applicants to confirm whether you have been shortlisted.

Applications close at 5pm Friday, 22nd February 2018.