

Help Desk Support Officer

- CBD-based Christian professional services organisation
- Small team and varied work
- Salary packaging, recognition program and other benefits

About us

Sydney Diocesan Services (SDS) is committed to supporting the building of God's Kingdom through the provision of a range of valued services to organisations and churches in the Anglican Church Diocese of Sydney.

About the role

The IT team is vital to keeping things moving. Join the small team to help solve user computing problems. This team manages all IT solutions from end-user support to networking, firewalling and Cloud Services. This role will support flexible meeting rooms with AV, IT and facility support. In addition, helping the IT team respond to all queries through our Service Desk.

The IT technologies we currently support are MS Windows, Office365, Active Directory and Salesforce. Specific responsibilities will be;

- Client and meeting management of new flexible spaces; including preparing AV, meeting room set up and set down (desks and chairs)
- Supporting the team in meeting all IT service desk enquiries, including hardware and software and user support to users
- Installation and configuration of new hardware and software as required

About You

If you have a passion for customer service and IT technologies, this is a fantastic opportunity. You might be a recent graduate who has completed a Microsoft certification, TAFE diploma or degree in Information Systems, or you may be working in an IT service desk role and want to work for an organisation with a purpose.

We can be flexible for the right candidate. A desire and ability to provide the highest level of customer service is essential, along with a flair for all things IT. You will be a team player who likes to complete tasks and always thinks of better ways to do something.

Ideally, you will have;

- Developed problem solving and analytical skills
- Some knowledge of call logging, escalation and follow-up procedures or ability to learn
- Drive to deliver the highest quality service in every interaction
- Prioritising and time management skills
- Some experience inbound/outbound call handling – or ability to learn
- IT Qualifications (desirable)





- Working knowledge of these products is desirable: MS Windows O/S support, Active Directory, Microsoft O365 account management, Solid understanding of networking, Familiarity with computer components, Basic use of all Office applications and some knowledge of how to support them

Consistent with the ethos and values of SDS, applicants for the position should have a demonstrated Christian commitment. Therefore, being an active member of an Anglican church in the Diocese is advantageous.

SDS's values underpin the way we work, and we offer professional development opportunities, flexible work practices, and an Employee Recognition Program.

- Please email recruit@sydney.anglican.asn.au for a Position Description.
- Apply with a covering letter and resume to recruit@sydney.anglican.asn.au.

