Position Description

Position: Technical Support Analyst
Department: IT
Reporting to: Senior Infrastructure Engineer
Location: Standards Australia, Sydney

Overview

Standards Australia is an independent not-for-profit organisation, recognised by the Australian Government as the peak non-government Standards body in Australia. Standards Australia develops internationally aligned Australian Standards® that deliver Net Benefit to Australia and is the Australian member of ISO and IEC.

Key responsibilities:

- Provide 1st and 2nd level support to internal staff
- Ensure hardware and software implementations are fully operational and supported, meeting users’ and business unit requirements
- Respond to user inquiries according to Help Desk procedures, providing support across a range of hardware and software products
- System monitoring
- Escalating issues as appropriate.
- Ensure adequate quality processes are in place
- Ad hoc project work.

Minimum Education/Professional Qualifications & Experience Required:

A Minimum of 2 years experience in service desk support is required. Certifications (MCP) and tertiary qualifications will be an advantage.

Key Competencies:

- **Team Work** – able to work cooperatively and collaboratively as a group to achieve common objectives.
- **Results Focused** – able to demonstrate commitment towards the completion of set objectives or outcomes with accuracy and attention to detail.
- **Customer Focused** – able to anticipate and meet the needs of both internal and external customers, delivering high-quality products and services.
- **Communication** – able to communicate information clearly, concisely and accurately, through the most effective medium.

Other Requirements:

- Understanding and willingness to conduct work and behavior in line with Standards Australia’s Core Values proposition.