

Auckland Based Helpdesk Engineer Role

We are seeking a skilled and proactive Level 2 Helpdesk Technician to join our team at our Auckland Data Centre. This role is responsible for providing both remote and onsite support, primarily focusing on helpdesk tasks, resolving technical issues, working in tandem with our Hamilton Office team and performing basic maintenance in our Data Centre Environment.

Your focus will be on logging incoming support tickets with the possibility to grow into a broader engineering role and the possibility to run our Auckland branch as time goes on. This is a full-time Auckland position.

Customer service skills and a great phone manner are a must, IT skills can be taught but your incredible attitude and customer-focused mindset cannot.

This is the perfect opportunity for someone with IT experience to gain a fantastic career in a challenging and rewarding industry.

Your day-to-day duties in the beginning would include (but are not limited to):

- Manning our helpdesk phones
- Logging IT support Requests in our Helpdesk software
- Level 2 phone support on various computing and technology-related issues as assigned by our senior engineers.
- Day to day management and configuration of our 3rd party Remote Monitoring software for our clients.
- General hardware/software related tasks as required.
- Various other IT-related duties. The role should grow as you do and will have the chance to be involved in high level projects.

Full training will be given so the ability to retain information and learn quickly will be attributes that will see you succeed. Being comfortable with and having experience in MS Word, MS Excel, MS Outlook and various MS Windows operating systems is a must.

Knowledge of Linux operating systems would give you an advantage over other applicants but is not necessary. Also, a basic understanding of VoIP, IP Networking, Virtualisation, Scripting and PC troubleshooting would be beneficial.

This is an opportunity to gain a career in the IT industry. We are looking for an individual who is willing to put in the hard work and the extra effort needed to own this role and make it theirs.

Email your C.V and cover letter to Harrison.gray@logicalsolutions.co.nz

