

HELP DESK OFFICER

WHAT IS A HELP DESK OFFICER?

The Help Desk is the first place that computer users contact when they encounter a problem with their computer or an application they are using. The Help Desk Officers is the person who determines what the problem is and decides who can best assist the user.

ROLES OF A HELP DESK OFFICER

- Record (log) calls from users.
- Offers immediate general assistance
- Listens and queries to ensure problem is clear
- Refers problem to specialist staff if appropriate

CAREER OPPORTUNITIES

Within the Help Desk department there are a number of levels:

- Call loggers
- First line support staff
- Supervisor
- Manager

QUALIFICATIONS REQUIRED

- Excellent customer relations skills
- Good PC and network skills
- Excellent interpersonal skills
- Knowledge of Microsoft products
- Experience with telephone support/assistance

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

- Customer focused
- Enjoy dealing with users
- Enjoy working with computers
- Patient and persevering
- Accurate recorder of details
- Objective
- Able to converse with a wide range of users at all levels within the organisation.

PERSONAL SKILL REQUIRED OF AN ELECTRICIAN

- Good communication skills
- Demonstrate empathy with callers
- Good listener

CONTACT Us: Recruitment Services Unit

NSLHD-Recruitment@health.nsw.gov.au

(02) 9887 5765