

Position Description

Position Title:	Service Support Consultant
Department:	Products & Services
Reports to:	Service Support Manager

At TasmaNet:

We are a **TRUSTED LOCAL** partner to business. We use our expertise to understand our customers' expectations and tailor innovative digital solutions to meet them.

We form **PARTNERSHIPS** with selected businesses to deliver our full suite of digital services in any marketplace, supported by our Partner's trusted local service.

We drive **AUTOMATION** and **INTEGRATION** in everything we do to deliver outcomes at scale even as we tailor specific solutions for every customer.

Our **PEOPLE** and **CULTURE** underpin our success. We encourage initiative, innovation, agility, and collaboration to achieve mutually beneficial outcomes.

TasmaNet is Digital Services Provider (DSP) that utilises its business units for the delivery of Digital Services to Customers. Revenue is gained through the following activities:

- Telecommunications Services including Internet, Private Networking, SD-WAN and Voice
- Data Centre Operations
- Cyber Security
- Data Storage
- Private Cloud
- Public Cloud

TasmaNet plays the role of Digital broker, a central contract for procurement, delivery, operations and management. This role requires technical depth and business awareness, with a focus on service and support.

Primary Purpose

The Service Support Consultant will focus on:

- Delivery of Level 1 and 2 Wintel, Network, Telco and (in scope) Application support services for TasmaNet Managed Service Desk Clientele
- Delivery of Level 1 and 2 Wintel, Network, Telco and (in scope) Application support services for TasmaNet Clientele
- Take incoming support calls and log incidents/requests in to ServiceNow as required
- Plan and implement automation of IT operations to improve efficiency for TasmaNet and our customers
- Provide operational support and implement policies and procedures to ensure consistency with company vision and strategic goals
- Provide Level 1 and Level 2 technical support to TasmaNet's Managed Services and ICT Clients via onsite, telephone, email, and remote support tools, as part of the TasmaNet Service Support Team
- Resolve incidents assigned to you in a timely manner ensuring customer service and client outcomes are paramount
- Triage incoming client calls and incidents and manage escalations to Level 3 SME's, as required
- Track and manage all support services and documentation using TasmaNet's Service Management processes
- Monitor and action alerts from client monitoring systems

Key Responsibilities

- Implementation and maintenance of the Managed Service Support Teams, and customer's operational environments.
- Maintain consistent operation of multi-user computer systems, including network and application
- Assist to deploy and manage patches, firmware, backups, and new feature roll-out following change management processes
- Assist sales team with pre-sales support to new and existing customers. Assist in the delivery of Customer ICT projects and handover to Service, Support, and operational teams.
- Work with customers to assist with their transition to TasmaNet's Service Support Team.
- Ensure that work and changes are performed in such a way as to minimise all disruption to existing business use

Key Skills

You will be expected to have the following skill set and experience:

- Experience working in an Enterprise environment
- Excellent organisation skills
- Ability to prioritise, multi-task and manage workloads
- High level Windows Desktop and Server administration
- Cloud architecture (VMWare vSphere, vCenter, MS Azure)
- Experience with MS Office Suite and Microsoft 365 Services
- Experience with Anti-Virus / Malware suites and processes
- Experience with Backup suites and processes
- Network equipment administration (firewalls, routers, load balancers, etc)
- Ability to develop effective administration and support systems documentation.
- Able to work in a pressured environment ensuring attention to detail is maintained and meet agreed deadlines
- Excellent communication skills
- Ability to create clear and concise documentation

Other Skills and Qualifications

- Experience with any of the following product's processes or technologies:
 - SIP
 - 3CX Phone System
 - Fortinet Security Products and Services
 - ITSM Toolsets
- Exposure to networking in a service provider environment (Mikrotik / Cisco)
- Experience in ITIL Framework
- Industry certification (MCSE, CCNA, NSE7, etc.)

Scope of Work Performed:

This position operates under the direction and supervision of the Service Support Manager and when advised, the Service Delivery Manager for related Service Delivery tasks.

The position requires you to exercise considerable independence and autonomy in the role and be an integral component in the successful operations of Managed Service Desk Clientele and relevant internal activities on time, within the resources allocated and to a high level of quality.

The successful candidate will need to:

- Be available to travel and work outside of business hours. Assist with on-site and off-site infrastructure builds
- Demonstrate initiative, flexibility and creativity in identifying and escalating

- Be proactive in providing advice and solutions to meet business needs.
- Be available for general shift hours between 8am – 8pm Monday to Friday
- Be available for 24/7 on-call duties as part of a larger roster, as agreed with the relevant Manager
- Be available to complete delivery of projects outside of normal business hours

This position is open to applicants Australia-wide but is based in Launceston and/or Hobart.

To apply, send your resume along with a cover letter to jobs@tasmanet.com.au