

# IT Advisor / Helpdesk - Sydney Office

## About Us:

Wotton + Kearney is a market leader in the provision of insurance legal solutions in Australia with offices in Sydney & Melbourne. As one of the fastest growing law firms we offer exceptional service, advice & expertise. Our extensive understanding of the insurance industry, coupled with an abundance of legal talent, is what makes us the lawyers of choice for some of the largest insurers, brokers, private companies and industry participants within Australia and globally.

## Opportunity:

We have a newly created position available in our Sydney office for an experienced IT Advisor to provide Helpdesk/Desktop Support.

## Duties:

- Providing 1st level helpdesk/2nd level desktop support to all levels within the firm;
- Maintaining & ordering of new equipment;
- Set up and preparation of boardroom communications, presentations and AV equipment;
- Managing network user accounts including creating, disabling and archiving;
- Installation and testing of new applications and hardware;
- Allocation and set up of all phone equipment;
- Assisting in identifying and resolving any network technical issues including email, desktop PC's, laptops & WYSE Terminals, transcription services and servers;
- Providing assistance to staff in the resolution of mobile and telephone faults including liaising with external technicians regarding maintenance and repair for all firm phone equipment;
- Providing assistance to staff in the resolution of printing, scanning, and fax device faults including liaising with other IT staff and external technicians re maintenance and repair; and
- Troubleshooting and any miscellaneous adhoc duties required.

## You:

Essential to your success is a strong technical background of at least 3 years experience in service and support within a professional services environment along with sound knowledge of Microsoft office products and Citrix.

Ideally, you will be degree qualified, have strong communication skills both written and verbal, be self-motivated, results driven with the ability to work well under pressure.

If the above has your interest and wish to discuss this outstanding career opportunity, please contact Karen Pritchard, HR Advisor for a confidential discussion on +61 2 8273 9976 or alternatively email [karen.pritchard@wottonkearney.com.au](mailto:karen.pritchard@wottonkearney.com.au)