



New Role

Junior support engineer

VirtualCabinet 

Who we are

GetBusy www.getbusy.com

An AIM-listed software group with two leading document management products and a game-changing productivity and communication product in development.

What we are looking for

An awesome, up-and-coming Support Engineer who can help us take over the world. We are looking for the best and brightest to join our talented team in Sydney.

Where we are

Surry Hills, Sydney, AU.

The opportunity

We are building something very exciting, and we need more kick-ass support engineers! You'll need to be smart, eager to learn and highly motivated to make the grade. The opportunities for personal growth are enormous, only limited by how much you want to make a difference.

The team

The talented Support Team deals with varied support requests for multiple pieces of software used by thousands of companies and their clients across the globe.

A mixture of ages and experience level, the team is dynamic and fast paced, striving to be the best Support Centre in the world.

What the support team offers you:

- The opportunity to be part of a fun, friendly and motivated team
- The opportunity to learn from and be inspired by skilled colleagues
- The opportunity to teach and inspire others
- The opportunity to develop your skill set
- The opportunity to make your mark and, in doing so, make us better

The role

We are currently looking for a Support Engineer to join our fast-paced Support Centre.

The Support Centre provides support to our software suite that is deployed at over 2400 sites across the world.

The purpose of the role is to provide inbound phone support for GetBusy Clients. We are looking for someone with an excellent customer service focus who has the ability to identify and resolve technical issues, provide implementation assistance, workarounds and solutions via telephone, remote support and email.

This is an ideal opportunity for someone looking to break into a career in IT support with good opportunities for progression.

Essential skills & experience

- Experience with Windows
- Excellent telephone manner
- Excellent communication and interpersonal skills
- Helpdesk and / or service desk background
- Team Player
- Ability to cope calmly in a high call volume environment

Helpful skills & experience

- Knowledge of MS Office
- MS SQL Experience
- Incident Management
- Experience with a call logging system
- MS Server Environment exposure
- Printer / Scanner device installation/troubleshooting