



POSITION DESCRIPTION

POSITION TITLE:

Service Desk Analyst

ADVERT TITLE:

Service Desk Analyst

LOCATION:

MALAYSIA

PHILIPPINES

THAILAND

VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner stands as one of Australia's largest privately-owned insurance groups, committed to safeguarding outdoor adventurers and bolstering community well-being. They also provide unwavering support to business owners and leaders, enabling them to single-mindedly focus on their core objectives as they handle all other aspects. They are actively seeking a L1/L2 Service Desk Analyst to strengthen their growing team.

As a Service Desk Analyst, You'll provide remote technical support, resolve hardware and software issues, and escalate complex problems as needed. You'll be key in maintaining our IT infrastructure's efficiency and productivity.

KEY RESPONSIBILITIES

- Provide remote IT helpdesk support to staff and vendors, addressing issues, requests, and incidents.
- Deliver Level 1 and Level 2 end-user support.
- Resolve assigned incidents promptly, prioritizing customer service and client satisfaction.
- Act as an escalation point for complex technical issues requiring Level 2 support.
- Collaborate with IT departments and external vendors to find and implement solutions for technical issues and system outages.
- Create and update knowledge base articles and support documentation to assist with technical problem resolution.
- Ensure adherence to IT policies, procedures, and security standards.

SKILLS, EXPERIENCE & QUALIFICATION

- 3-5 years of IT support experience, including at least 1 year in a Level 2 role.
- Familiarity with IT service management frameworks like ITIL.
- Proficient in technical troubleshooting and experienced with common IT systems and software (e.g., MS Windows, M365, Office 365, Intune, SharePoint, Cloud apps).
- Excellent communication and interpersonal skills, capable of explaining complex technical issues to non-technical stakeholders.



POSITION DESCRIPTION

- Strong organizational and time management abilities

ASW OFFERS

- We are experts in International Talent Partnering. This means that you will be a trusted member of the ASW family, and get access to our great benefits, plus you also get to work directly with one of clients.
- In our unique English-speaking environment, you can practice and enhance your English with peers and international client teams based in either Australia, UK, US or NZ.
- Get global access to Learning & Development programs.
- Great work-life balance.
- Competitive remuneration.
- Excellent medical benefits.
- Great Paid Leave entitlements.
- Company parties/events, future travel opportunities, and other exciting activities.
- Ongoing career opportunities.
- To find out what our people say about working at ASW, visit: <https://aswhiteglobal.com/careers/>