

Position Title: Service Desk Consultant

Description: The Aurion Service Desk is seeking an experienced individual with a support orientation to work within the Aurion support team. As a Service Desk Consultant, you will assist end users with issues related to the operation of the Aurion HRMIS application.

The focus of this position is to achieve a high rate of customer satisfaction and loyalty by providing a high standard of customer service to the Aurion user base.

Industry Code: 4404

Location: Toowong, QLD

Reports To: Service Desk Team Leader

1. Provide telephone, e-mail and web-based support to customers.
2. Offer strategic support to assure the highest level of customer satisfaction.
3. Provide support for customers to meet all published service levels.
4. Action customer service requests within the Service levels, including action plans, and communication.
5. Resolve customer issues to promote customer satisfaction.
6. Identify opportunities to improve service delivery.

- Main Activities:**
1. Self manage workload to meet published service levels.
 2. Expert in using HRMIS preferably Aurion or similar applications.
 3. Have a strong primary focus for diagnose, document, and resolve/avoid customer issues.
 4. Experienced using Microsoft Excel and Word applications.

Key Skills:

Internal Contacts: Service Desk Team

External Contacts: Customers and Managed Payroll Services

Typical Experience: At least 5 years experience as a payroll practitioner or support consultant preferably using Aurion.