



Operations System Support Specialist

Job Type: Permanent

Location: Sydney

Time Type: Full time

Description: Come join to build a new OSP site for Coles in Sydney, bringing world-class innovation and technologies to one of the most competitive consumer markets globally. This opportunity is to work in line with the shift operations of the site to deliver Systems Support to the OSP system and partner. You will be hands on with understanding the operating systems and be a key component to ensuring ongoing reliability and efficiency of the systems while being a key point of contact for the client operational teams, and the conduit to Engineering Operations and Technology.

Key responsibilities include:

- Monitoring of business systems operations
- Identify and raise system faults in appropriate systems and manage system faults and resolutions.
- Analyse performance of key site assets, and provide advice to Engineering in regard to recoveries and recovery windows
- Manage the ticketing progress of Technical Support Services
- Work with HSE/WHs for site safety regarding Tech
- Overseeing the resolution, escalation, and management of logged tickets
- Liaise closely with other Technology teams within Ocado to achieve desired outcomes and be a point of contact for related queries

About you:

- Tertiary qualifications in an IT related field.
- ITIL qualifications/Certifications.
- Proven history in understanding and managing computing infrastructure, ITIL and the OSI model.
- Experience in a similar support role, with ability to prioritise and communicate with a wide range of internal and external stakeholders to deliver systems reliability.
- Excellent time management skills.
- Strong analytical and technical problem-solving skills.

Benefits:

- Competitive Salary packaging
- Ongoing training, and development initiatives
- Career Development as company expands with plans for Australia and Asia Pacific
- Stability of a global organisation in a robust and innovative market sector
- Salary packaging options with Private Healthcare, Employee Assistance Program, and future share programs