



Technical Support Specialist - Automation/AI

Job Type: Permanent

Location: Melbourne

Time Type: Full time

Description: This opportunity as the OSS Specialist will be to oversee and manage the technical support function for the Company's Customer Fulfillment Centres based out of our Remote Operating Office in Melbourne. Working across the various business streams you will be the effective first line of technical support with ownership over managing internal stakeholders on technical issues and successful outcomes. This will include delivering reliable operational support services encompassing performance analysis, opportunities for improvement, troubleshooting, management of technical failures and resolutions with ongoing monitoring of services, auditing and technical recommendations.

Key responsibilities include:

- Be a primary escalation point on technology-based systems.
- Directly manage a team that is responsible for action on system faults in real time.
- Create and interpret analytics on service performance, and "Bot" efficiency.
- Schedule and plan "Bot" recoveries and system resets to minimise downtime.
- Communicate with both remote technical teams on proprietary tech, relaying back to local based stakeholders (Ops and Customer) with a focus on fast resolutions.
- Ongoing continuous improvement based on data driven analytics.

About you:

- Tertiary qualifications and a background in Front Line tech support, in IT.
- Demonstrated leadership qualities, with the ability to prioritise quickly and utilise critical thinking.
- An excellent understanding of ITIL, Infrastructure, OSI Model, and ideally PLC, SCADA
- Strong planning and scheduling background understanding a 24HR business and being able to plan for optimal performance.
- Strong communication and training skills, to pass on complex information to both your team and to new employees in the way of IT processes, and policy.
- A team play with a "Roll the sleeves up" attitude when needed to deliver a superior service to our customer Coles.
- This role will work on a rotating shift pattern, covering the 24/7 ops.

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