



Position Vacant: Helpdesk / Customer Support Representative

Location: Sydney

Number of Positions: Two

This would be an ideal role for a candidate looking to move from Hospitality into an IT based role. Sound training will be provided to ensure the highest standard of Customer Service is maintained.

Qualifications: To succeed in this position it is essential that you have:

- Exceptional communication and interpersonal skills
- Be committed to providing the highest quality of service to clients
- Love troubleshooting and using your analytical skills
- Have a sound knowledge of Hospitality Property Management Systems software
- Enjoy working in a friendly environment both autonomously and as part of a team
- The ability to learn quickly in a fast paced environment

Other skills that will be highly regarded but are not essential include:

- Knowledge of SQL Server 2000 & SQL Server 2005
- Experience with Windows based operating systems including both Server and Desktop technologies
- Experience with troubleshooting software applications

Key Duties:

- Providing support to our national and international client base.
- Providing onsite Training to existing clients
- Testing of new releases of software.
- Providing after hours support to clients on a roster basis
- Log and track client problems and requests.

Applications with a detailed resume and covering letter, in either Word or PDF format, should be emailed to careers@cmshosp.com.au