



LS telcom AG is the world's leading provider of technologies and consulting services for the efficient use of the radio spectrum in all radio services. In an increasingly digital-networked world, we ensure that all spectrum users benefit maximally from radio services. We optimize spectrum management and use in all markets and market segments.

Technical Support Specialist – Spectrum Management (m/f/d)

This Technical Support Specialist role will be part of a multi-disciplinary team to assist with project services, provide Level 3-4 support and maintenance services for support of a Spectrum Management software solution with a Federal Government agency. Our preference for this full-time permanent position is to be Canberra based. However, we are seeking suitable candidates from around Australia to apply on a Working from Home (WFH) basis with a willingness to travel to Canberra as required.

Main tasks

- Resolution of assigned level 3-4 Help Desk Technical Issues and requests to meet SLAs
- Analyse, and implement client requirements and rectifications related to the technical operation of the software under general direction and guidance
- Assist in the maintenance of the application development environment and contribute to the analysis, design and implementation of enhancements or improvements to the software
- Assist in maintenance of the application testing environments, tools, and scripts
- Monitor and maintain interfaces to external systems
- Comply with established support process and procedures and contribute to the continuous improvement
- Maintain and update operational and technical support documentation
- Performs relevant Routine & Regular Operation Maintenance Activities
- Responsible for completing assigned application problem investigations and reports into technical issues within agreed timeframes
- Support the Software Lead in coordinating technical input into major and minor patch release deployment processes
- Assist in producing Status Reports by monitoring and reporting progress of assigned tasks
- Running necessary workarounds for problems to keep the system operational

Qualification Profile

- NV1 clearance (minimum) or possess or willing to obtain an NV2 clearance, if required (Essential)
- Experience with Spectrum Management and associated software
- Knowledge and understanding of Service desk ticketing applications
- Experience in a ITIL service management
- Experience with working in a Quality management (ISO 9001) environment
- Testing or Training experience in software development (Desirable)
- Experience with software management tools such as JIRA, Confluence, ALM (Desirable)
- RF and system engineering experience would be advantageous (Desirable)

What we offer you

- Excellent compensation, great benefits, flexible hours, and an enjoyable work environment
- Collegial and highly professional team in a modern, international working environment
- Career opportunities worldwide

We are looking forward to your application!

Please send your completed application documents (curriculum vitae and certificates), including your possible entry date and your salary expectations, by e-mail to AGrasso@LStelcom.com. If possible, please send us only one file with all application attachments as PDF.