

Mobility Team Leader ios And Mdm Specialist

Reece Australia • Melbourne VIC 3004

 Base pay
\$0 - \$0

 Work type
Full Time

 Contract type
Permanent

Perks

IPAD

Skills

SELF MOTIVATED

MANAGEMENT

DIVERSE TEAM

INCIDENT RESPONSE

IPHONE

MASTER DATA MANAGEMENT

OPERATIONS

PROCESS IMPROVEMENTS

TELEPHONY

USER ACCESS

IPAD

TELECOMMUNICATION

Full job description

Mobility Team Leader iOS amp; MDM Specialist VIC - BURWOOD - 114 - 118 Burwood Highway/en-US/ReeceCareers/job/VIC---BURWOOD---114---118-Burwood-Highway/Telephony-and-Mobility-Team-Leader_R-00012322-1/applyMobility Team Leader iOS amp; MDM Specialist Where Reecetech fits in reecetech is the technology division for the Reece Group. We#39;re building a world-class product amp; design culture creating digital products and in-

Job details

 Date posted
18 Jun 2021

 Expired On
20 Jul 2021

 Category
Information Technology

 Occupation
Team Leader

 Base pay
\$0 - \$0

 Contract type
Permanent

 Work type
Full Time

 Job mode
Standard/Business hours

 Work Authorisation
AUSTRALIAN CITIZEN / PERMANENT RESIDENT

person experiences our customers and staff love, while solving hard problems using the latest technology. We pride ourselves on being entrepreneurial, non-hierarchical, fast, and creating massive impact by powering the Reece Group. We're proud to support our customers who provide essential services to keep the community safe, healthy, and well. Whether that's keeping the water running, the heating and cooling on, maintaining refrigeration, or supporting our infrastructure, Reece Group is committed to improving the lives of its customers and its people by striving for greatness every day.

About the role This is a key role in our Technology Operations team where you will be challenged and have opportunities to explore, learn, and grow. The Telephony and Mobility Team Leader in our Service Delivery area plays a critical role in the day to day support of our voice and mobility systems. Your role will have a mixture of BAU and project work, focusing on process improvements, digitation and automation. You will have a passion for driving innovation and improvements, leading the team to successfully deliver on their objectives, understand customer needs and provide input to our technology roadmaps.

Responsibilities include:

- * Mobility Management supporting and maintenance of smart devices and upgrades
- * MDM configuration, maintenance and support
- * Telecommunication and Network Management supporting and maintenance of branch phone hardware, configuring new services
- * Manage hunt groups, IVRs and user access across Amazon Connect, IPFX and Cisco Systems
- * Manage and support any branch network outages

* This role must deliver operational effectiveness for the telephony and mobility environments including smart devices (iPhone, iPad), branch telephone support and MDM

- * Implement improvements to incident response design and activities
- * Lead and mentor a small team of Service Desk professionals

About You You're a dynamic and adaptable leader with technology operations experience. You recognise that the customer is at the heart of everything we do, and you thrive on making the lives of our customers and people better. Also, you are:

- * Results orientated you enjoy resolving customer issues and telephony problems
- * Technology savvy with strong smart device (iOS) and telephony, fault analysis and diagnostic skills
- * Experienced in managing large fleets of devices ensuring assets are maintained and up to date
- * Passionate and have experience working within an agile environment
- * Manage competing priorities, schedules, prioritise workloads, and meet deadlines
- * Live out an ethos of authenticity, empathy, integrity, excellence and humility.

You are passionate about technology, self-motivated, collaborative, and appreciate a diverse environment with a flat hierarchy, a flexible workplace, logical and intuitive thinking styles, extrovert and introvert personalities. At reecetech and Reece Group, everyone is valued and recognised for their ability to collaborate, explore, experiment, reflect, learn, innovate, adjust, and share, with a view of improving every day. If you want to work with great people in a supportive environment, put your career first apply today!

About Reece Group The Reece Group is a purpose and values led organisation. With over 800 branches and 7,800 staff across Australia, New Zealand, and the US, the Group is a leading distributor of plumbing, waterworks, and HVAC-R products. We care about our customers, employees, and our community we do this through The Reece Grant and our

innovative CSR program, Reece Cares. No agencies or unsolicited resumes

How can you build a career with Reece. Reece is different. We're a successful company that doesn't like to make a fuss of our success. We're a big business that works hard to retain the great things from when we were a small business. We value common sense as highly as a university degree. We encourage people to have a go and don't mind if they fail. We promote people based on performance, not age. Reece is a place where people make a real difference. And that's the secret to our success - having the right people, with the right attitude in the right roles. We're looking for the right people now. People who like people. People who like to talk but also like to listen. People who like to perform. People who can recognise an opportunity and seize it. People who are prepared to promote themselves. Read on. You will quickly discover whether you might be the right person, and whether we might be the right place for your career. If you like wild growth and working with happy, enthusiastic over-achievers, you'll enjoy your career with us! Posted 6 Days AgoFull timeR-00012322 Australias leading supplier of plumbing and bathroom products

Reece Group is a leading distributor of plumbing, waterworks and HVAC-R products to commercial and residential customers through 800 branches in Australia, New Zealand and the United States. Established in 1920 and listed on the Australian Securities Exchange (ASX: REH), Reece Group has approximately 7,800 employees committed to improving the lives of their customers by striving for greatness every day.