

Job summary

Joining as an analyst you will be helping with service management for our clients. This role is responsible for providing first point of contact support on the Service Desk for customer queries, and issues. The role is involved with improving the efficiency, effectiveness and quality of Operate services provided to Clients and internal teams.

Responsibilities

- Key contact for service management for out clients
- Assisting with reporting to ensure that clients issues are addressed promptly
- Work alongside clients and other staff to help solve clients issues.
- Develop solutions to innovate talent and leadership for your client

Team

The Operate team are a part of New Zealand's largest Business Unit Consulting. We have teams across Auckland, Wellington and the Phillipines.

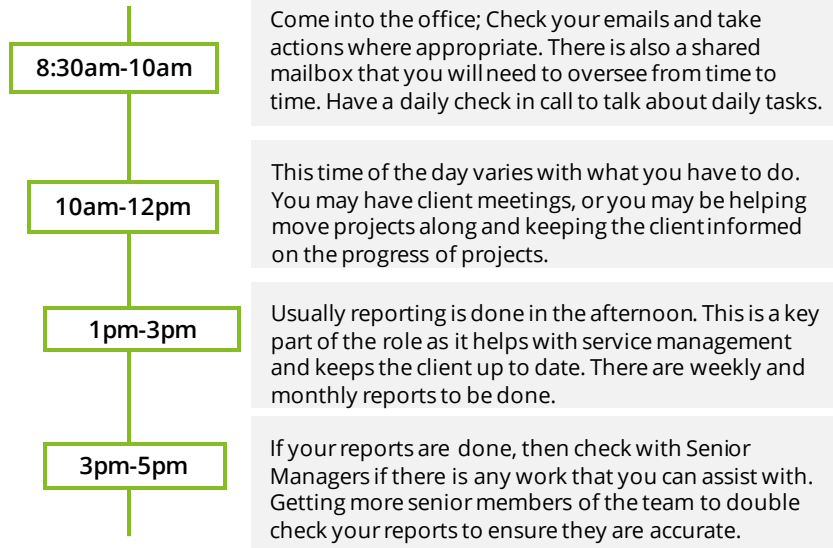
While we are a smaller team, we do a lot of collaborative work with other Consulting Service Lines.

The team is led by James Clarke.

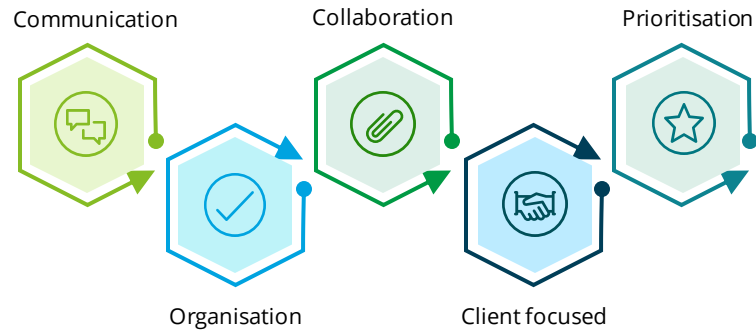
How we invest in you

- An initial 90-day induction plan to learn about the business and clients, along with ongoing support and mentorship
- Personalised Buddy and Coach to show you the ropes and guide your career
- Deloitte pay for ongoing education/study days

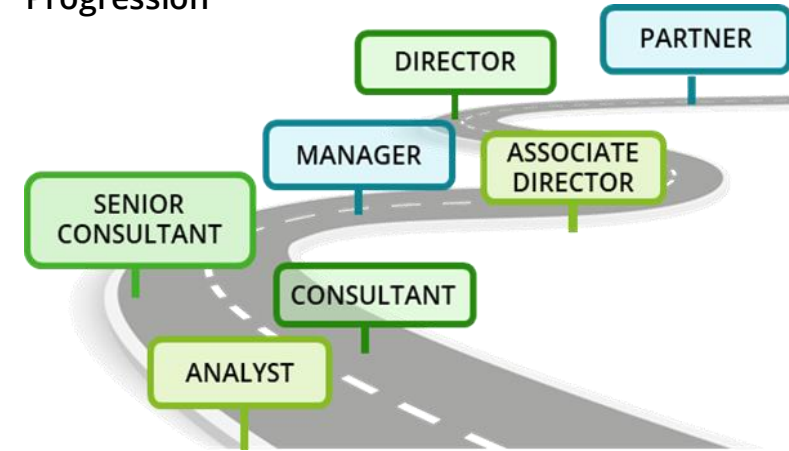
Daily overview



Competencies



Progression



Experience	Some previous experience in ITIL would be helpful but not essential, as we will provide training. Part-time positions or internships in accounting, finance, customer-service, retail and hospitality are beneficial.
Education and Certifications	Currently completing a Bachelor Degree majoring in a STEM area is preferred, but accounting and finance based degrees will also set you up well.
Technical Capabilities	An analytical mind, detail-oriented, with experience using Excel. A passion for new technologies and the ability to multi-task with good communication skills will help you stand out.
Behavioural Anchors	Adaptable and driven – you understand what it's like to overcome obstacles through tenacity and hard work. You are meticulous with processes and inquisitive to solve problems.

Contact – Early Careers Team



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Social media



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