# **Deloitte**

#### Consulting – Operate

## 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 guality of Operate services provided to Clients and internal teams.

### Responsibilities

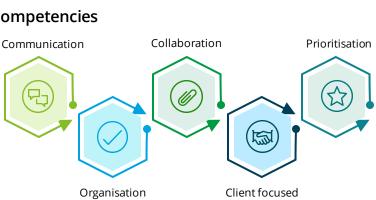
Team

- Key contact for service management for out clients
- Assiting with reporting to ensure that clients issues are ٠ addressed promptly
- Work alongside clients and other staff to help solve clients issues.
- Develop solutions to innovate talent and leadership for your client

The Operate team are a part of New Zealand's largest Business

Unit Consulting. We have teams across Auckland, Wellington and

While we are a smaller team, we do a lot of collaborative work with



#### How we invest in you

other Consulting Service Lines.

The team is led by James Clarke.

the Phillipines.

- 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



Come into the office; Check your emails and take actions where appropriate. There is also a shared mailbox that you will need to oversee from time to time. Have a daily check in call to talk about daily tasks.

This time of the day varies with what you have to do. You may have client meetings, or you may be helpin move projects along and keeping the client informed on the progress of projects.

Usually reporting is done in the afternoon. This is a part of the role as it helps with service management and keeps the client up to date. There are weekly an monthly reports to be done.

If your reports are done, then check with Senior Managers if there is any work that you can assist wit Getting more senior members of the team to double check your reports to ensure they are accurate.

# Competencies



# **Contact** - Early Careers Team

Advisor

Madi Barnett

**Early Careers Senior** 





Matthew Baskett **Early Careers Coordinator** mbaskett@deloitte.co.nz





PARTNER

Instagram

Podcast

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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.
Social media
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help you stand out.

STEM area is preffered, but accounting and fincance

An analytical mind, detail-oriented, with experience

using Excel. A passion for new technoligies and the

ability to multi-task with good communication skills will

based degrees will also set you up well.

DIRECTOR

MANAGER

ASSOCIATE

DIRECTOR



10am-12pm

1pm-3pm

ng ed	CONSULTAN	CONSULTANT		
key nt nd	A	ANALYST		
ith. le	Experience	Some previous expereince 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	Currently completing a Bachelor Degree majoring in a		

Progression

SENIOR

**Education and** 

Certifications

Technical

Capabilities

**Behavioural** 

Anchors