

IT Support Specialist - Oceania

Contact person:

Vlada Lett

An exciting opportunity for an **IT Support Specialist** to join the **Blue Water Shipping** team in our Hamilton (Brisbane) office.

Location:

Brisbane

Reporting to the Global IT Support Manager, this role combines technical support, systems administration, troubleshooting, asset management and project delivery. You'll play a key role in supporting our team and wider network by providing exceptional service, delivering practical and user-friendly solutions, resolving technical issues and helping maintain the reliability and security of our technology environment.

Application Deadline:

25-08-2026

Position type:

Full-time

The principal objectives of this position are:

- Provide Level 2 support for a wide range of business-critical applications
- Act as the primary point of contact for support requests via the Service Portal
- Maintain IT asset records, stock levels and software licences
- Assist with technology rollouts, projects and continuous improvement initiatives
- Diagnose, assess, and resolve user-reported technical issues, ensuring a high standard of service delivery
- Maintain and update support documentation and knowledge base articles
- Project manage new facility set-ups across the Oceania region
- Manage escalated incidents through to resolution while providing regular communication to key stakeholders
- Ensure compliance with security standards, operational procedures and governance requirements

To be successful in this role, you'll need:

- Minimum 3 years' experience in an IT Support or Service Desk role
- Cert IV qualification in Information Technology or a related field
- Proficient with ITSM tools and support processes
- Excellent communication and customer service skills
- Ability to manage multiple competing priorities while maintaining a high standard of service
- Must be able to gain and maintain a Criminal History clearance
- Must have the right to live and work in Australia

About Us

Blue Water Shipping (BWS) is a global provider of all logistics services in the modern supply chain management. At the heart of Blue Water is an organisation of professionals skilled to offer complete and tailor-made solutions to any shipping and transport requirement anywhere in the world.

The company was founded half a century ago in Esbjerg, Denmark and has grown to over 80 offices worldwide.

BWS is committed to providing an innovative and supportive workplace where our differences are recognised and celebrated.