

[Full name]

Desktop Support Officer | AARNet (Australia's Academic and Research Network)

Brisbane, Queensland, Australia | [Australian mobile] | [Email address]

Fictional resume example. All credentials, experience and results are illustrative.

Professional profile

Recent IT graduate with multi-platform desktop support experience across Windows, macOS, iOS, Microsoft 365 and collaboration tools. Comfortable providing telephone, face-to-face and remote support, recording incidents and changes in an ITSM platform and escalating complex issues to Level 2, Level 3 or vendors. Brings practical exposure to Active Directory, Exchange, Remote Desktop, Intune and Jamf, with a careful approach to assets, user satisfaction and routine endpoint maintenance.

Relevant skills

Multi-platform support: Windows desktop products, macOS, iOS, laptops, mobiles, servers, peripherals and routine maintenance.

Microsoft and collaboration: Microsoft 365 administration, Active Directory, Exchange, Remote Desktop, Zoom, Slack and Teams.

Endpoint management: Microsoft Intune, Jamf, device deployment, configuration checks, assets and structured maintenance.

ITSM and service: Incident, request, problem and change records, ticket ownership, prioritisation, customer updates and Level 2/3 escalation.

Relevant experience

Desktop Support Assistant | Example Research Institute

Brisbane QLD | November 2025 - August 2026

- Provided phone, face-to-face and remote support for 45 research and administration users across Windows, macOS, iOS and Microsoft 365.
- Logged 30 weekly incidents and requests with affected assets, symptoms, attempted steps, user updates and closure evidence in an ITSM training queue.
- Set up 22 laptops, mobiles and peripherals and applied supervised Intune or Jamf profiles before completing acceptance checks.
- Resolved common Active Directory, Exchange, Remote Desktop, Zoom, Slack and Teams issues and escalated privileged changes appropriately.
- Maintained asset, incident, problem and change records and produced five knowledge notes for repeat meeting-room and endpoint faults.

Selected projects

Cross-platform Endpoint Deployment Lab

Desktop engineering project | 2026

- Built a 24-device Windows, macOS and iOS fleet using Intune, Jamf, Microsoft 365 and acceptance testing, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 24 deployment records and an exception handover, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

Hybrid Collaboration Support Project

User support project | 2026

- Built a three-office meeting simulation using Zoom, Slack, Teams, Remote Desktop and peripheral checks, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 18 test scenarios and five knowledge articles, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

Education

Bachelor of Information Technology | Example University

Completed 2026. Relevant study: desktop administration, cloud services, networking, service management, endpoint security and user support.

Availability and requirements

Available for full-time work in Brisbane and support coordination across Brisbane, Sydney and Melbourne offices. Australian citizenship: [confirm status before applying].

References

References available upon request.