Business Services
Chief Operating Officer Portfolio

Senior Technical Consultant – Citrix Platforms

**POSITION NUMBER**  0062551

**PROFESSIONAL CLASSIFICATION STANDARD/SALARY**  
UOM 7 - $106,432 - $115,211 per annum (pro rata for part-time)

**SUPERANNUATION**  
Employer contribution of 17%

**WORKING HOURS**  
Full Time (1 FTE)

**BASIS OF EMPLOYMENT**  
Continuing

**HOW TO APPLY**  
Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**  
Justin Raymond  
Tel +61 422 006 851  
Email justin.raymond@unimelb.edu.au

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student
and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

**BUSINESS SERVICES**

Business Services provides a full range of class leading services to all operating entities of the University and comprises thirteen teams supporting the University community.

- Academic Technology: maintains and develops systems for research and student and learning.
- Campus Services: provides transport, cleaning, maintenance, security, and mail services.
- Client services: provides phone, in-person, and online services to the University.
- Cybersecurity: prevents, detects, and responds to threats, balancing risks with impacts.
- Enterprise Technology: maintains and develops the systems the University relies upon.
- Finance Operations: manages financial systems, obligations, and risk across the University.
- Health and Safety provide staff with access to knowledge and tools to work safely.
- HR Services: supports travel and payroll administration, recruitment, and development.
- Melbourne Bioresources: collaborates with researchers to maintain animal welfare standards.
- Program Delivery: leads the delivery of critical University capital programs.
- Research Computing services provides computing, data management and support services.
- Space Management: manages University spaces, tenancies, leases, and traders on campus.
- Strategy, Innovation, and Assurance provides IT strategy, innovation, and governance.

The Executive Director Business Services and Chief Information Officer is Byron Collins.

**CLIENT SERVICES**

Client Services is an omni channel service access and delivery group, Customer Relationships, Digital Dexterity, Service Management Practice Single point of first contact for service consumers focused on user experience and service improvement. There are four teams in Client Services:
• Service Delivery
• Digital Workplace Services
• Service Management Practice
• Relationship Management

The Director is Christopher van der Weyden.

**Client Services Organisation Structure**

Digital Workplace Services is a suite of hardware, applications and services, that with minimal customization, can be integrated into University processes and value streams. This approach drives modernised and more efficient ways of working that increase employee agility and satisfaction in a safe and secure environment.

The Digital Workplace Services portfolio is structured based on three broad recommendations from the Garter research by Wilson outlined below:

1. Establish a unified digital workplace services organization to drive the cultural, organizational, and procedural changes required to successfully deliver indispensable digital workplace services.

2. Adapt the Digital Workplace Services staffing model and strategy by defining new functions and roles and identify how to fill those roles.

3. Define the responsibilities by documenting the engagement model between Digital Workplace Services and other IT teams, business units and technology vendors.
EQUAL OPPORTUNITY, DIVERSITY, AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.
ABOUT THE ROLE

Position Purpose:

Reporting to the Citrix Platforms Team Leader, the Senior Technical Consultant is expected to thrive in delivering customer service to exacting standards of professional excellence. Moreover, this role is expected to work with their team, partner with other Business Services teams and faculty staff to recommend and drive the delivery of improvement initiatives.

The role will be the operational subject matter lead for the Citrix Platforms domain within Digital Workplace Services and will have an excellent understanding of Citrix Platforms in order to successfully manage operational and Business as Usual duties in line with high professional standards and customer satisfaction.

The Senior Technical Consultant will be responsible for delivering support, training, and development of other Client Services staff across Citrix platforms whilst also providing input across the Service Delivery Teams improvement roadmap, performance analysis, and development of proactive resolution plans.

This role is responsible for the management of, and response to Citrix incidents, service requests and consulting advice, and acting as an escalation point for other staff to ensure business continuity and a high degree of client satisfaction.

Reporting line: Team Lead Citrix Platforms

No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Significant
Organisational knowledge: Moderate
Judgement: Significant
Operational context: University Wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.
Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

1. Provide technical support and troubleshoot issues related to the Citrix endpoints raised through our ticketing system.
2. Provide support/consultation for relevant staff, instrumentation, clinical and lab hardware including 2nd level support/procurement for devices and software installs.
3. Provide service delivery team members with relevant specialist induction, training, mentoring and coaching services.
4. Analyse and diagnose Citrix related issues reported by customers. Utilise problem-solving skills to identify the root cause of issues and implement appropriate solutions.
5. Actively work on resolving customer problems, guiding them step-by-step, planning on-site visits or remotely accessing their systems to address technical challenges.
6. Deliver a positive and helpful customer experience throughout the support process.
7. Escalate complex or critical issues to higher-level engineers within the DWS Citrix Platforms team if necessary.
8. Review, create and maintain detailed documentation of solutions provided which aids in knowledge sharing and helps create a robust knowledge base.
9. Handle day-to-day operational activities by following standard operational procedures.
10. Collaborate with the Microsoft End User Computing Team to ensure timely updates, packaging, and availability of applications required for Citrix platforms.
11. Develop understanding of the Citrix technologies. Stay updated with the latest product features, industry trends, and best practices to maintain a high level of expertise in the domain.
12. Gather and document customer feedback and suggestions to help improve our services and enhance user experience.
13. Proactively identify opportunities to improve support processes, tools, and documentation to streamline operations and enhance customer satisfaction.
14. Monitor alerts generated by the Citrix platform. Address those alerts by following standard operational procedures or escalate to engineers within the DWS Citrix Platforms team when necessary.
15. Participate in the daily system health check activities to make sure that all our services are in a healthy status.
16. Upskill the consultants within the DWS Citrix Platforms team.
17. Forge, support and sustain strong working relationships with members of all Faculties, COOP, vendors and other support staff, as well as provide mentoring and training for peers, casuals and trainee staff within the Service Delivery Teams.

18. Forge, support and sustain strong working relationships with members of all Faculties, COOP, vendors and other support staff, as well as provide support for peers within the Service Delivery Teams.

19. Handle escalations related to supporting the research teams and projects that require specialised technical support. Key activities include:
   a. Onsite support, consultation and education for research staff and teams.
   b. Support for Citrix lab devices that utilise IT hardware.

20. Review windows updates and application patching issues and work with other team members on addressing those issues.

**SELECTION CRITERIA:**

**Education/Qualifications:**

1. A relevant formal qualification, or a blend of qualifications and relevant experience required by Digital Workplace Technologies.

**Knowledge, Skills, and Experience**

1. Demonstration of the core values of Business Services: University first, service excellence and one team.

2. Demonstrated ability to work independently as well as in a small agile team to deliver outcomes in an highly dynamic work environment with a developed knowledge of the ways in which productive work relationships are maintained.

3. Well-developed capability of organising and prioritising workloads to ensure timely and satisfactory completion of tasks matched to the needs of clients.

4. Demonstrated ability to communicate effectively and to develop strong and productive relationships with diverse stakeholders across the University.

5. Customer-focused approach with the ability to empathize and understand customer needs and concerns.

6. Strong analytical and problem-solving skills with the ability to think creatively and adapt to new challenges.

7. Experience with the process of producing knowledge articles to assist support staff and service consumers within a knowledge centred support methodology.

8. Proven experience in a senior technical support or a similar role.
10. Proficiency in variety of software applications.
11. Advanced experience with device hardware: Desktops, Laptops, Monitors, docking stations and peripherals.
12. Industry certifications (e.g., CompTIA A+, Cisco CCNA, Microsoft Certified Professional) are advantageous.

Other job-related information:

- Flexible working hours within the requirements of the University Enterprise Agreement to accommodate operational demands, including after hours and weekend work.
- Travel to various University campuses and venues within Metro Melbourne and Regional Victoria as required.
- Wearing and maintaining a uniform is expected.
- The role is highly mobile with a reliance on mobile technologies to manage your daily activities including geolocation-based technology for dispatch during rostered hours.
- Current Working with Children Check is required.
- Valid driver licence for travel to other campuses or venues.
- The position requires lifting of up to 15 kilograms of equipment on a regular basis.