### REMOTE E-EXAM IT SUPPORT OFFICER

<table>
<thead>
<tr>
<th>DEPARTMENT/UNIT</th>
<th>eSolutions</th>
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<tr>
<td>FACULTY/DIVISION</td>
<td>Chief Operating Officer and Senior Vice-President</td>
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<tr>
<td>CLASSIFICATION</td>
<td>HEW Level 5</td>
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<tr>
<td>DESIGNATED CAMPUS OR LOCATION</td>
<td>Clayton campus</td>
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### ORGANISATIONAL CONTEXT

At [Monash](https://www.monash.edu), work feels different. There’s a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you’re part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver groundbreaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](https://www.monash.edu/education/diversity). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](https://www.monash.edu/education/diversity) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](https://www.monash.edu/education/diversity) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#ChangeIt](https://www.monash.edu/education/diversity) with us.

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: we partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: [www.monash.edu/esolutions](https://www.monash.edu/education/diversity).
POSITION PURPOSE
The Remote eExam IT Support Officer is part of a dynamic customer focused team of IT support professionals providing excellent front-line support to Remote eExam Supervisors and the broader Assessment Operations group during the delivery of remote eExams. The primary focus is for delivery of a variety of support services to the entire customer group. This role will be expected to apply a broad technical knowledge and experience to support efficient and effective delivery of remote eExams.

Reporting Line: eExams IT Support Senior Coordinator

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES
1. Provide telephone and video technical support to users regarding ICT issues during remote eExams
2. Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve technical problems within the time constraints of a remote eExam
3. Provide an effective interface between users and service providers supplying all necessary diagnostic information according to procedures
4. Maintain accurate log entries of faults with resolution and contact details
5. Provide the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided
6. Ensure technical queries not progressing are escalated according to established procedures
7. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - completion of an advanced diploma with subsequent relevant work experience; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills
2. Sound technical knowledge of desktop hardware and both standard and customised (in house) software
3. Sound analytical and problem-solving skills
4. Good time management and communication skills within tight time constraints
5. Ability to manage multiple problems at once and priorities issues
6. Strong customer service focus and integrity
7. Strong knowledge of the organisation’s Standard Operating Environment (SOE)
OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.