REMOTE SYSTEMS SUPPORT ANALYST

DEPARTMENT/UNIT Mechanical and Aerospace Engineering

FACULTY/DIVISION Faculty of Engineering

CLASSIFICATION HEW Level 5

DESIGNATED CAMPUS OR LOCATION Clayton campus

ORGANISATIONAL CONTEXT
At Monash, 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. 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 for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #ChangeIt with us.

The Faculty of Engineering is the #1 Engineering School in Australia*, renowned worldwide for the quality and calibre of our teaching, research and graduates. We offer a comprehensive selection of undergraduate, graduate, postgraduate and higher degree by research programs in a wide range of engineering disciplines. Our research activities provide a platform for establishing a thriving educational enterprise and our staff are committed to creating a dynamic learning environment. The research activities range from fundamental studies to research with a strong applications orientation. To learn more about the Faculty of Engineering, please visit our website.

The Department of Mechanical and Aerospace Engineering forms part of the #1 Engineering Faculty in Australia*. We educate the next generation of leaders in the profession of mechanical engineering, generate new knowledge and insight into the processes that govern our discipline, and provide service to the community, our profession and industry. We are the largest department
within the Faculty in terms of student numbers, offering a range of undergraduate, Masters and PhD programs. Research is a vital part of the Department’s activities and we are renowned for our expertise and world-class facilities. We strive to provide a welcoming and open culture that is inclusive of students and staff of diverse genders, sexes, sexualities, religions and cultures, and people with disabilities. We welcome applications from individuals representing these diverse groups. In accordance with Monash University’s commitment to Athena Swan principles, we particularly encourage applications from females. Monash University supports staff with young children and caregiving responsibilities through a range of programs, policies and resources: [www.monash.edu/gender-equity/parents](http://www.monash.edu/gender-equity/parents). To learn more about our Department and the work we do, please visit our [website](http://www.monash.edu).

The Maintenance Technology Institute (MTI) is a joint initiative between BHP Billiton and Monash University (One of the world’s top 50 universities*) aimed at providing comprehensive mining-industry focused research and development to achieve optimum plant and equipment across Australia and overseas. We have a highly integrated, multidisciplinary team of technical specialists with a proven track record and we draw on support and capabilities from an extensive network of industry and academic alliances. To learn more about the MTI and the work we do, please visit our [website](http://www.monash.edu).

**POSITION PURPOSE**

The Remote Systems and Support Analyst provides a range of analytical support for MTI. This includes supporting the effective use, maintenance and ongoing improvement of front line tier-one support services related to MTI’s client base, providing technical support to users in an efficient and accurate manner. This position is responsible for supporting work flow and processes and maintaining records in accordance with compliance guidelines and standards. The position also undertakes, benchmarking, reviews and analyses and provides reports, advice and presentations to support business decision-making.

The Remote Systems Support Analyst operates with excellence and expertise in process and judgement to provide sound and timely support to clients, staff and other stakeholders.

**Reporting Line:** The position reports to the Software Engineer and to the SMS Systems Team Leader

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Provide strategic communications and public relations advice to senior management in relation to the amplification of faculty external messaging

2. Monitor and resolve all reported issues to the MTI Help Desk, ensuring prompt updates are provided to users and effective case management resolution

3. Provide a range of analytical support and administrative services including: accurate and timely collection and collation of data and information, overseeing work flow and processes and maintaining records and data in accordance with compliance guidelines and standards

4. Generate and develop user-friendly reports and presentations, analyse data and trends from field devices, make judgement and recommendations, use information to monitor progress and resolve issues
5. Actively participate in and implement continuous improvement activities relating to data collection, analysis, reporting and presentation, practices/protocols, quality assurance standards and customer service excellence

6. Build and sustain effective working relationships with a network of internal and external contacts to implement and manage remote data storage facilities while complying with privacy and cyber security frameworks

7. Provide remote technical support and advice to field staff for troubleshooting and commissioning activities

8. Contribute in the development of design, documentation and maintenance strategies for data communication, server / network infrastructure and on field devices

9. Adhere to university policy and procedure, and privacy requirements as they relate to the storage of sensitive information and the service function

10. 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
   • Substantial relevant skills and work experience in technical or administrative fields; 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, and working knowledge of SQL databases, Windows operating systems and Linux platforms

3. A strong commitment to excellence in customer service and a hands-on approach to service provision and a thorough understanding of various job ticketing systems

4. Analytical and research skills including the ability to analyse data/trends, make recommendations and use information to monitor progress and resolve issues using strong troubleshooting skills

5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative

6. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues

7. Demonstrated high-level organisational and time management skills, including the ability to set priorities, manage time, plan work to meet deadlines and work effectively under pressure

OTHER JOB RELATED INFORMATION

• Appointment to the position will be subject to the satisfactory completion of medical assessment(s) in accordance with various mining and statutory legislations
• All personnel during site visits will be subjected to random alcohol and drug screening
• Safety inductions and training will be mandatory in accordance with relevant site requirements
• Travel to other campuses of the University may be required
• Travel to remote sites, both interstate and overseas, on short notice will be required
• Shift work, overtime and out of hours work may be required (including evenings, weekends and public holidays), for the successful delivery of projects
• 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

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.