POSITION DESCRIPTION

Position Title: Senior IT Support Officer
Organisation Unit: Information Technology Services
Position Number: TBC
Type of Employment: Full Time, Fixed Term
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide an advanced level of technical and troubleshooting support for Tier 2 IT service functions for clients across the University.

Duties

Duties and responsibilities include, but are not limited to:

- Provide phone/email/remote assistance to diagnose and resolve hardware and software faults on assigned devices, including AV equipment, with the assistance, if necessary, of more experienced staff and/or vendor support sections, ensuring that jobs are responded to, resolved and/or escalated promptly. Where remote assistance is not possible due to the nature of the service request, provide on-site support. At this level, team members will be expected to resolve complex problems and be the first point of technical escalation for team members.
- Undertake the use of tools for applications such as WEBDNS, DHCP, AD, Exchange, ITAM and other applications as skills permit.
- Use customer service practices including courtesy, helpfulness and follow-through in all aspects of service requests, incident and problem management, ensuring a high level of customer satisfaction
- Participate in team meetings and team building exercises.
- Utilise service management software to actively monitor tickets and maintain accurate and timely information about the status of jobs
Develop and maintain documentation of customer infrastructures, organisational operational guidelines and procedural documents

Mentor other team members in the provision of a quality IT teaching and learning environment.

Be responsive to local business requirements, which may include the processing of staff and student applications for access to IT resources or the provision of training to staff and students in emerging software and hardware technologies and applications

Maintain records in the IT Asset Management System (ITAM), participate in the annual stocktake task and dispose of IT equipment according to UQ policy.

Coordinate the maintenance of School/Faculty computer laboratories and associated IT facilities in collaboration with the Fleet Management Team.

Provide leadership and technical advice on the technical aspects of information technology to clients

Investigate, evaluate and report on new equipment, systems, processes and standards

Administer desktop management software on LAN servers, with the assistance, if necessary, of more experienced staff

Install, configure and maintain operating systems and networking software on LAN servers where staff have the skills or with the assistance, if necessary, of more experienced staff

Where directed, undertake projects relating to the management, development or maintenance of computing equipment to support teaching, research and business needs, in either a project leader or team member role

An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct

- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School

- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures

- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations). Staff are expected to wear uniform where this is provided.
Reporting Relationships

The position reports to the Manager, Service Automation and Events and may be required to direct other professional or technical staff on work relating to specific tasks or projects.

SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to an undergraduate degree in IT or related field, and subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training such as industry certifications in either networking or OS environment.
- Experience in providing support in several of the following PC operating system environments: Windows, Linux or Mac OS.
- Demonstrated skills and experience in remote assistance and on-site support.
- Detailed knowledge of the Windows’ operating system.
- Detailed knowledge of Microsoft Windows infrastructure including Active Directory and Group Policy Objects.
- Experience in providing support in mobile and audiovisual technologies.
- Broad understanding of IT/data security issues and solutions.
- Experience in dealing with people in a service capacity within an IT environment.
- Demonstrated problem-solving skills.
- Demonstrated effective interpersonal, oral and written communication skills particularly in documenting processes and work instructions, and interpreting client requirements.
- Experience in mentoring other team members.
- Self-motivated and able to work effectively either alone or in a team environment.
- Demonstrated ability to work under pressure, prioritise tasks, meet deadlines, pay attention to detail and maintain professionalism.
- Experience working on project teams as a team member/leader.

**Desirable**

- Detailed knowledge of additional PC operating systems.
- Knowledge of server operating systems.
- Awareness of emerging technologies.
- Familiarity with VBScript, PowerShell, WQL and WMI.
- Knowledge of project management methodologies.
- Familiarity with service management frameworks.
- Experience with tools associated with the management of a PC fleet.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage ([http://www.uq.edu.au/equity](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.