POSITION DESCRIPTION

Position Title: HelpDesk Analyst
Organisation Unit: Information Technology Services
Position Number: 3005040
Type of Employment: Continuing, full-time
Classification: Hew Level 5

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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim 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

Information Technology Services’ Service Desk is the focal point for all UQ staff, student and non UQ client enquiries to ITS. Service Desk staff provide Tier 1 and Tier 2 technical support on a broad range of ITS and UQ corporate products and services.

The aim of this position is to provide support to clients, whilst building a broader knowledge of the services of ITS and UQ. Progression to the higher HEW level will require the ability to provide guidance and advice to less experienced team members, as well as an advanced level of support to clients.

Duties

Duties and responsibilities include, but are not limited to:

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<th>HEW Level 5</th>
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<td>Provide advanced Tier 1 and Tier 2 technical support for clients.</td>
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<td>Troubleshoot to identify and resolve problems without the assistance of guides.</td>
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<td>Possess a sound knowledge of escalation procedures and hierarchical contact points within ITS.</td>
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<td>Log calls according to Service Desk procedures. Manage calls appropriately and respond accordingly during an outage.</td>
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<td>Provide guidance and coaching to Service Desk Analysts to resolve problems and to improve skills and knowledge - both technical and customer service.</td>
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Identify process improvements to enhance customer service.
Resolve customer complaints and/or refer to the Team Leader when necessary.
Notify team leader of any previously undetected outages.
Test, research and develop solutions for technical guides. This may include liaison with Service Desk and other ITS staff.
Inform and educate clients to encourage self-support.
Possess an extensive knowledge of Service Desk tools, programs and websites.
Demonstrated ability to show initiative and introduce new technologies or solutions.
Maintain and develop knowledge in the following:
- Desktop operating systems and applications. Some knowledge of server and web environments.
- Software tools (including Service Desk tools - eg call tracking)
- Hardware and software configuration
- Network protocols
- Organisation structure of the University and ITS
- CAAB directory services
- Services provided by ITS.
Participate in Knowledge Centred Support processes.
Research and document problems and solutions for future reference.
Prepare and update technical guides, and contact lists.
Represent the Service Desk on committees and in meetings and participate in projects under the guidance of more experienced staff.
Web authoring as required.
Complete timesheets.
Perform administrative support when required.

- 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 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...
Organisational Relationships

The position reports to the Manager, Service Desk and is not required to supervise any other staff.

SELECTION CRITERIA

SELECTION CRITERIA
(please indicate in your application for which HEW level you are applying)

Essential – HEW level 4

- Qualifications and training equivalent to an Associate Diploma plus subsequent experience in Information Technology or a related field; or an equivalent combination of relevant experience and/or education/training.
- Experience in client service, technical support or related fields, and a demonstrated commitment to excellence in client service provision and an enthusiasm for working with and assisting people.
- Excellent telephone, client service, interpersonal and communication (both oral and written) skills.
- Demonstrated problem-solving skills and organisational skills.
- Demonstrated ability to work effectively and remain calm under conditions of frequent disruption and the pressure of client demands, and to deal with complaints and criticism in a constructive manner.
- Ability to work co-operatively in a team or independently.
- Experience in using computer-based systems and databases.
- Knowledge of computing and networks.

Desirable – HEW level 4

- Experience in modems and Internet communication technology
- Knowledge of CAAB directory systems

Essential – HEW level 5

- Qualifications and training equivalent to an undergraduate degree in IT or related field; or an equivalent combination of relevant experience and/or education/training.
- Experience in client service, technical support or related fields, and a demonstrated commitment to excellence in client service provision and an enthusiasm for working with and assisting people.
- Excellent telephone, client service, interpersonal and communication (both oral and written) skills.
- Experience in using computer-based systems and databases.
- Experience in Internet communication technology, including the installation and configuration of desktop computers and modems.
- Demonstrated highly developed analytical, problem-solving and organisational skills, including the ability to constructively deal with new problems.
- Demonstrated ability to work effectively and remain calm under conditions of frequent disruption and the pressure of client demands, and to deal with complaints and criticism in a constructive manner.
- Demonstrated ability to acquire new skills rapidly and on a continuous basis.
- Ability to work cooperatively in a team or independently.
- Enthusiasm for providing continuous improvement in the provision of support.
- Broad knowledge of computing and networks.

**Desirable – HEW level 5**

- Knowledge of call centre systems

The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au