POSITION DESCRIPTION

Job Title: Senior IT Support Officer
Organisation Unit: Information Technology Services
Type of Employment: Continuing, full-time
Classification: Hew Level 6

BACKGROUND

Organisational Environment

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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

To provide an advanced level of technical and troubleshooting support for Tier 2 IT service functions for clients across the University in either a Desktop or Audio Visual support specialisation.

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.
- Provide standard services utilising UQ’s system management tools to maintain DHCP & DNS Entries for UQ devices, complete Tier 2 level changes to the user, computer and group directory services, complete account and group changes in UQ’s e-mail system and other applications as skills and duties 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, for both individual and team work queues.
- 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 Systems (ITAM) and IT administrative/monitoring systems, provide reports for and participate in, when directed by your manager, the annual stocktake task and dispose of IT equipment according to UQ policy.
- Coordinate the maintenance of School/Faculty computer laboratories, teaching spaces and associated IT facilities in collaboration with relevant teams.
- 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 or Audio-visual components, with the assistance, if necessary, of more experienced staff.
- Install, configure and maintain operating systems and networking software on LAN servers, or audio-visual controllers, 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 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, IT Service Delivery 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 the following PC operating system environments: Windows, Linux and Mac OS, or AV operational components and systems.
- Demonstrated skills and experience in remote assistance and on-site support.
- Detailed knowledge of the Windows’ and MacOS operating system.
- Detailed knowledge of Microsoft Windows infrastructure, including Active Directory and Group Policy Objects and experience utilising Mobile Device Management solutions, or extensive knowledge of enterprise grade, tertiary education level audio-visual technologies.
- Experience in providing support in mobile and audio-visual technologies.
- Broad understanding of IT/data security issues and solutions.
- Experience in dealing with people in a service capacity within an IT environment.
- Demonstrated strong 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.
- Experience with tools associated with the management of a PC or AV fleet.

Desirable

- Detailed knowledge of PC operating systems.
- Knowledge of server operating systems.
- Awareness of emerging technologies.
- Familiarity with PowerShell, Shell Script, WQL and WMI.
- Knowledge of project management methodologies.
- Familiarity with service management frameworks.
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