POSITION DESCRIPTION

Position Title: Application Support Officer, Service Automation & Events
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Continuing, full-time
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 $11 billion+ (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 proactively supports the teaching, learning and research needs of the University community, providing a wide range of services to students and staff, as well as users in the wider community, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located on the St. Lucia, Ipswich and Gatton campuses: Academic Services, Enterprise Support and University Networks. 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, on behalf of the Queensland Regional Network Organisation (QRNO), works with Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and 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

The primary function of the position is to enhance the functions of the ITS Service Desk by providing support and development of key software tools. This will include the primary service management software, as well as other tools used in the operation of the Service Desk. The position will frequently be a major link between the Service Desk and other ITS teams and external providers, and must therefore provide good communication to ensure customer satisfaction and efficient operation of the Service Desk.

Duties

Duties and responsibilities include, but are not limited to:

- Design, implementation, installation and maintenance of software tools used by the Service Desk.
- Coordination of projects and tasks requiring the involvement of other ITS teams.
- Consulting and training on the technical and operational aspects of Service Desk tools for Information Technology Services staff and clients.
- Provide backup for Service Desk operational tasks.
- Undertake such other work as directed by the Director, Information Technology Services, or nominee, and consistent with the skills and knowledge of the position.
Other

- Comply with the University’s Code of Conduct (see the University’s web site at http://www.uq.edu.au/hupp/?page=24987)
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956)
- Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities)
- 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://www.uq.edu.au/hupp/index.html?page=25176&pid=25173).

Reporting Relationships

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

SELECTION CRITERIA

Qualifications

Essential
- Bachelor Degree with significant computing component (or equivalent), good results and subsequent relevant experience; OR
- an equivalent combination of experience, education and training.

Knowledge and Skills

Essential
- Significant knowledge of IT service support management tools, including ticketing systems, telephone queue management software, and knowledge management software.
- Skills in analysis, design, development and maintenance of multi-user systems or applications.
- Demonstrated experience in the following areas:
  - XHTML, JavaScript and CSS programming
  - Programming in PHP, C# or Java
  - Database development (including Oracle, SQL Server or MySQL)
  - Software development methodologies
- Effective interpersonal and communication skills.
- Demonstrated effective problem solving skills with the ability to perform research or liaise with others to develop Service Desk solutions for more difficult problems.

Desirable
- Experience with JSON APIs
- Experience working with cloud technologies and cloud providers
- Knowledge of Python and Ruby
- Knowledge of UNIX.
Experience

**Essential**
- Significant experience in a Service Desk environment in a tier 2 role.
- Software development using at least one of the areas listed above.
- Systems development and/or analysis and design of software or application systems.
- Demonstrated high-level customer service skills.

Personal Qualities

**Essential**
- Organised and methodical approach to tasks and the ability to pay attention to detail.
- Must be self-motivated and able to work to objectives with limited guidance — either alone or as a member of a small team.

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.

This role is a full-time position; however flexible working arrangements may be negotiated.