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.

POSITION DESCRIPTION

Position Title: AV Technician
Organisation Unit: Information Technology Services
Type of Employment: Casual
Classification: Hew Level 5
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://uniqquest.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 focusing on timely outcomes, delivering value, continuously improving and supporting each other. 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

The primary function of the position is to provide timely and effective technical and troubleshooting support for Tier 1 and 2 audio-visual service functions for clients across the University. The role may also be required to provide Tier 1 support for desktop equipment.

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 tier 1 support for desktop 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.
- Provide high quality technical services in the field of Audio/Visual installation, operation and repair, including maintenance of audio and visual systems in programmed lecture theatres.
- 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.
- Maintain and update documentation as required, including, but not limited to work procedures, technical documentation and client documentation.
• Utilise service management software to actively monitor tickets and maintain accurate and timely information about the status of jobs.
• Where appropriate, provide training to staff and students in emerging software and hardware technologies and applications.
• Set-up and operate a range of Videoconference equipment.
• Maintain records in the IT Asset Management System (ITAM) and other relevant systems, participate in the annual stocktake task and dispose of IT equipment according to UQ policy.
• Where directed, undertake projects relating to the management, development or maintenance of equipment to support teaching, research and business needs, in a 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).

Organisational Relationships
The position reports to the Manager, IT Service Delivery, and is not required to supervise any other staff.

SELECTION CRITERIA

Essential

• Qualifications and training equivalent to
  o an associate diploma in electrical/computer engineering; or
  o an appropriate trade qualification; or
  o a bachelor degree in IT or related field; or
  o an equivalent combination of relevant experience and/or education/training.
• Current class C drivers licence.
• Demonstrated skills in providing effective remote assistance and on-site support.
Experience and skills in the maintenance and operation of AV equipment and associated hardware and audio systems.

- Demonstrated ability in soldering and cable termination techniques, and in systems and component level fault finding.
- Demonstrated effective interpersonal, oral and written communication skills particularly in documenting processes and work instructions, and interpreting client requirements.
- 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.

**Desirable**

- Knowledge of PC and/or Macintosh operating systems and software and their operation in networked environments.
- Demonstrated ability to coordinate work with vendors to support warranty and/or ad-hock repairs or requests.

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