POSITION DESCRIPTION

Position Title: Information Technology Support Officer

Organisation Unit: Information Systems and Resources Services
The University of Queensland Library

Position Number: 1325617

Type of Employment: Full time / Continuing

Classification: Hew Level 4/5

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 (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.

**The University of Queensland Library**

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research.”

The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 500,000 electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

Information about the University of Queensland Library including its Profile and Strategic Plan is available at [www.library.uq.edu.au](http://www.library.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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

To provide tier 1 and 2 support for UQ Library information and communication technology based services.

**Duties**

Duties and responsibilities include, but are not limited to:

**Technical Support**

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<td>• Develop, maintain and follow documented procedures.</td>
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<td>• Provide support for users running one of the Library SOEs via phone, email, remote assistance and personal interaction</td>
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• Maintain computing equipment owned by the Library, including but not limited to:
  o Updating installed software
  o Malware removal
  o Simple fault diagnosis (single source of failure)
  o Replacing faulty components
  o Liaise with external vendors for repairs
• Installation of new equipment
• Provide basic support in administration of services such as:
  o Active Directory (e.g. security group management & computer account creation)
  o Anti-virus (e.g. status reporting & remote virus removal) and
  o Licensing (e.g. usage reporting, license allocation recommendations)
• Provide basic (single source) network fault diagnosis (e.g. cable, VLAN, DHCP)
• Install and support basic standalone applications (e.g. iTunes & EndNote)
• Provide fault diagnosis of software, deployment environments, hardware and scripts (e.g. follow on screen instructions and solve single source failures in the above areas)

• Maintain computing equipment owned by the Library, including but not limited to:
  o Updating installed software
  o Malware removal
  o Fault diagnosis (multi-source failure)
  o Replacing faulty components
  o Liaise with external vendors for repairs
• Installation of new equipment
• Provide advanced support in administration of services such as
  o Active Directory (e.g. HEW4 duties, scripting automation & policy recommendations)
  o Anti-virus (e.g. HEW4 duties, policy management, group management & whitelisting)
  o Licensing (e.g. HEW4 duties, application categorisation & license evaluation) and
  o Other applications as skills permit (e.g. ZENWorks & Windows scripting languages)
• Provide complex (multi-source) network fault diagnosis (e.g. faults that may be caused by a combination of hardware, software and location)
• Install and support complex standalone applications (e.g. Raiser’s Edge & Leximancer)
• Provide advanced fault diagnosis of software, deployment environments, hardware and scripts (e.g. investigate the cause of multi-source failures, implement solutions or provide recommendations to senior staff)

Help Desk Services

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| • Participate in phone and email based helpdesk services on a rostered basis  
  • Respond to client enquiries efficiently and courteously and follow up any unfinished matters | • Participate in phone and email based helpdesk services on a rostered basis  
  • Respond to client enquiries efficiently and courteously and follow up any unfinished matters  
  • Participate in rotational team leader duties, including:
    o Assist in monitoring of workloads and delegation of duties
    o Maintain the helpdesk roster
    o Assist with induction of new staff |
Out of Hours Work

- Carrying out of work outside of normal work hours may be required

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- 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

Organisational Relationships

The position reports to the Senior Systems Engineer.

SELECTION CRITERIA

Essential

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<td>• Completion of a Diploma of Information Technology (or equivalent) and relevant work related experience or an equivalent combination of relevant experience and/or education/training</td>
<td>• Bachelor Degree with significant computing component (or equivalent); or an equivalent combination of relevant experience and/or education/training</td>
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<td>• Excellent interpersonal skills, communication (written and verbal skills) and proven customer service skills.</td>
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<td>• Sound problem solving and diagnostic skills, particularly in:</td>
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<td>o Networks</td>
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<td>• Ability to follow written and verbal instruction, utilising general computer knowledge as well as peer or supervisor support to provide a satisfactory outcome</td>
<td>o Windows scripting languages</td>
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<td>• Breadth of general computing and network knowledge</td>
<td>• Ability to follow written and verbal instruction, utilising research from a number of sources as well as personal experience to provide solutions to clients</td>
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<td>• Breadth of general computing and network knowledge and experience supporting computer hardware &amp;</td>
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• Good time management and attention to detail skills with the ability to work to timelines and tasks in a methodical approach.
• Ability to acquire new skills and knowledge in the ever-changing environment of IT
• High level of personal motivation and initiative as well as the ability to work well as part of a team or as an individual

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) 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.

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<td>• Enrolment and acceptable progress in an appropriate degree program</td>
<td>• Progress towards an industry qualification program in hardware, network or operating systems management</td>
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<td>• General knowledge of macOS and associated technologies</td>
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<td>• Administration of Active Directory</td>
<td>• Sound understanding of mobile technology platforms and their management in a corporate environment (e.g. iOS &amp; Android)</td>
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<td>• Experience in a tertiary environment</td>
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<td>• Experience in computer hardware/operating systems support</td>
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Desirable