Position Description

Title: IT Support Assistant

HEW Level: Level 3

Faculty/Office: Faculty of Science and Engineering

Position Purpose: To provide routine IT support to the Faculty of Science and Engineering

ORGANISATIONAL CONTEXT

The Macquarie University Faculty of Science and Engineering is renowned for its expertise in science fields as diverse as astronomy, biology, chemistry, microbiology and physics. Our staff are recognised for their excellence in Australia and overseas. Our interdisciplinary approach is a hallmark of all our graduates and is highly valued by employers and industry, as we continually build partnerships with commercial, government, cultural and professional organisations.

The Faculty IT unit contributes to the success of the Faculty by providing:

- Everyday IT support and advice for staff and students
- Maintenance of the Faculty’s teaching and research IT infrastructure and facilities
- Ongoing management of the Faculty’s IT infrastructure and other IT environments
- Faculty IT operates alongside central IT units, such as Information Technology, the Library and Learning & Teaching Centre IT teams.

ORGANISATION CHART
<table>
<thead>
<tr>
<th><strong>KEY ACCOUNTABILITIES</strong></th>
<th><strong>POSITION CONTEXT</strong></th>
</tr>
</thead>
</table>
| • Provide straightforward end-to-end IT support (including on-site resolution of issues) or escalate as appropriate in-line with established priorities and Faculty or University IT procedures.  
• Organise off-site repair for remote clients as required  
• Escalate faults to external vendors for repair or support, as required  
• Assist with the provision of standard interim solutions and workarounds to clients where permanent solutions have not yet been determined, and application of permanent solutions if/when they become available  
• Ensure all IT deliveries are in good working order and ready for client use  
• Administer ScienceID and OneID accounts in accordance with Faculty and University IT policies  
• Under guidance from the Client Services Manager, record and maintain the team’s webpages, wikis, knowledge databases and FAQ documentation for clients  
• Participate in IT projects as required  
• Comply with relevant EEO and WHS regulations  
• Perform any other duties as required and appropriate for this classification | Reports to:  
Client Services Manager  
Positions Reporting to:  
Direct: nil  
Indirect: nil  
Key Direct Clients:  
• Faculty staff and researchers  
• Faculty non-undergraduate students  
• Faculty guests and visitors  
• External persons using Faculty labs, systems or services  
Other Key Relationships:  
• Faculty IT vendors  
• MQ undergraduate students  
• MQ alumni  
• MQ services staff  
Budget Accountability:  
Nil  
Role-specific Conditions:  
• Criminal checks  
Scope and autonomy:  
Performs a range of tasks by applying established guidelines, methods and/or instructions.  
Problem solving:  
Uses judgement to assess best approach and timing of tasks with some scope to solve non-standard problems. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
</tr>
<tr>
<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td></td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Completion of, or progress towards a qualification in computing, or equivalent combination of IT work experience and/or education/training
- Knowledge of standard desktop hardware and software, in a networked environment
- Knowledge of common operating systems and standards
- Ability to learn and apply new technical skills
- Understanding of client service principles and practices

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the Faculty of Science and Engineering functions and structure
- Knowledge of Faculty and University IT policies, systems, processes and procedures
- Knowledge of the University’s technical environment, its advantages and limitations
- Knowledge of what other areas of the University do and how they interact with the Faculty

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Experience in a desktop support role
- Experience in client service and communicating with a range of clients
- Prioritising conflicting demands under pressure