Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Senior Desktop Specialist</th>
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<tbody>
<tr>
<td>HEW Level:</td>
<td>HEW 6</td>
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<tr>
<td>Faculty/Office:</td>
<td>Information Technology</td>
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<td>Position number:</td>
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<tr>
<td>Department/team:</td>
<td>Client Services</td>
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<tr>
<td>Date:</td>
<td>May 2016</td>
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<td>Position purpose:</td>
<td>Deliver quality, timely and client-focused Desktop services that achieve high levels of satisfaction from our Student and Staff client groups.</td>
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**ORGANISATIONAL CONTEXT**

Macquarie University’s central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support and advice services (such as information and data management).

IT’s present activities support the research, teaching, learning and administrative functions of the university. Increasingly, IT is striving to better align the support service to Macquarie’s Strategic Plan “A Framing of Futures” in its enhancement of the student and staff experience, facilitation of research and teaching collaborative activities, increased throughput of our research data and its security, increased efficiency and effectiveness of IT working practices, release of IT staff capacity to better support research and teaching developments, and the reduction of organisational risks.

The IT Client Services group comprises the Service Desk and Desktop Support teams as well as the IT Vendor Management and Software Licensing functions delivering client facing IT services to University Students and Staff.

The Senior Desktop Specialist, within the Desktop Support team provides highly skilled desktop services to clients.
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<th>KEY ACCOUNTABILITIES</th>
<th>POSITION SCOPE</th>
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| • Provide specialist desktop support in at least one of the following range of services: hardware and software lifecycle management (including SOE and anti virus), mobile device management, print management, desktop telephony, VoIP services, administration of cloud services and VIP services.  
• Be subject matter expert for, and mentor other Desktop Support and Service Desk staff in technical specialty. As well as be the escalation point within the Desktop Support team for the area of technical specialisation.  
• Provide clients with desktop support and 1x1 training across the entire range of services outlined above.  
• Perform on-site installation, configuration, upgrade and testing of new services or analysis, diagnosis, and resolution of Incidents (faults).  
• Manage escalation of faults to external vendors for repair and support.  
• Assist in the management of relocation projects.  
• Maintain relevant ITSM logs, inventories and documentation, updating client tickets in a timely fashion and communicating appropriately depending on the nature of the issue, in line with ITIL processes and procedures.  
• Assist with the production of statistical and other reporting related to the desktop environment.  
• Contribute to the identification and development of technical specifications and management of new desktop hardware and related products.  
• Research and evaluate new desktop products and services and document findings.  
• Provide desktop support for other IT projects as directed.  
• Comply with relevant EEO and WHS regulations.  
• Perform any other duties as required and as appropriate for the incumbent’s HEW level. | Reports to: Desktop Support Manager  
Positions Reporting to:  
Direct: nil  
Indirect: nil  
Key Direct Clients:  
• Executive  
• Heads of Office, Heads of Dept, Senior Managers  
• Particular staff members in other offices or departments  
• Other staff members in own office or department  
• Immediate team members  
• MQ staff in general  
• MQ students  
• Other external contacts  
Other Key Relationships:  
Budget Accountability: N/A  
Role-specific Conditions:  
Delete from the list those items which are not relevant to the role.  
• Shift Work  
• Police Check  
• Uniform (to be provided)  
• Ready A or Ready B On Call arrangements may be required (university Mobile to be provided).  
Scope and Autonomy: Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed.  
Problem Solving: Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
**CAPABILITY FRAMEWORK**

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

### COMPETENCIES: Clusters of behaviours required for successful performance.

- Planning and Execution: Managing time and resources to complete tasks and achieve objectives.
- Quality Focus: Ensuring accuracy and quality when completing tasks.
- Communication: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.
- Service Focus: Making students, staff, alumni and other key contacts and their needs a priority.
- Relationship Management: Establishing effective working relationships with others.
- Teamwork: Working in collaboration with others to achieve shared goals.

### ATTRIBUTES: Personal qualities related to successful performance.

- Perseverance: Persevering despite obstacles to ensure tasks are completed.
- Flexibility: Responding effectively to unexpected or changing circumstances.
- Reliability: Meeting commitments and responsibilities.
- Interpersonal Impact: Making a positive impression on others in a range of interpersonal contexts.
- Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.
- Accountability: Assuming responsibility for making decisions and delivering agreed outcomes.
- Integrity: Maintaining confidentiality, discretion and professionalism.
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<th>REQUIRED KNOWLEDGE:</th>
<th>KEY EXPERIENCE:</th>
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<td>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</td>
<td>Practical experiences and exposure to specific environment or activities related to successful performance.</td>
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<tr>
<td>- Skilled in supporting Mac OS, Microsoft Windows, Office, Active Directory and Cloud Services.</td>
<td>- Enterprise level technical support and customer oriented service experience</td>
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<td>- ITIL V3 certification with experience implementing ITIL processes.</td>
<td>- Experience configuring SOE/MOE’s, application and patch management, distribution (WSUS, Wise, SCCM)</td>
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<tr>
<td>- An understanding of network architecture.</td>
<td>- Experience with Group Policy, Scripts, file permissions, policies and security policies</td>
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**ACQUIRED KNOWLEDGE:**
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance.

Knowledge of the Information Technology functions and structure.
Knowledge of the Information Technology policies, systems, processes and procedures.
Knowledge of what other areas of the University do and how they interact with Information Technology.

- Network troubleshooting experience
- Backup and DR program experience
- Experience troubleshooting printers and print servers
- Experience coaching and mentoring staff
- Excellent verbal and written communication skills