



Position Description

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| Position Title: | Desktop Engineer |
| Position Classification: | Level 7 (multi classified) |
| Position Number: | 318036, 318042, 318044, 318045, 318047, 318049 |
| Faculty/Office: | University IT |
| School/Division: | Infrastructure & Platforms |
| Centre/Section: | |
| Supervisor Title: | Manager (Desktop Engineering) |
| Supervisor Position Number: | 318024 |

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

The redesign of the Infrastructure and Platform Services unit aims to deliver design and operational services through a portfolio comprised of a Network and Platform section and an End User Compute section.

Reporting structure

Reports to: Manager (Desktop Engineering)

Your role

As the appointee you will operate independently and be responsible for the development and maintenance of the client device environment providing support in the planning and implementation of a standard operating environment across Windows, Linux and Mac platforms. In addition, this role is responsible for the management, packaging and deployment of all applications across multiple desktop platforms.

As the appointee, you will be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also support the implementation of services for new solutions.

Your key responsibilities

Lead and provide technical expertise in the Universities user device environment including the development, administration, configuration of a standard operating environment

Package and deploy software applications to the business using best practice methods

Provide support of the monthly desktop operating system patching cycle ensuring devices are patched appropriately in line with policy and best practice

Work with University IT teams and other University stakeholders to actively monitor, maintain and manage the desktop environment and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high quality service to the University

Adopt the agreed service delivery and support processes to ensure efficient and effective delivery of solutions, applications and support services

Provide documentation of technical problems, error messages, troubleshooting steps and action plans, and ensure the technical knowledge base is kept up to date enhancing cross team interaction

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Embed a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Lead by example within a team of professionals

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

ITIL certification or experience in Service Delivery process is highly desirable

Substantial relevant computing experience in providing support and troubleshooting for teaching and/or research solutions and applications

Demonstrated experience with desktop deployment and management solutions for Windows, Linux and Mac platforms

Demonstrated experience with the management and development of desktop standard operating environments (SOE) across Windows, Linux and Mac

Demonstrated experience in adopting best practice approaches to software development and maintenance, customer support and management of technical knowledge base

Demonstrated experience in a customer service role with Level 3 technical support proficiency

Highly-developed written and verbal communication skills

Highly developed organisational skills and demonstrated ability to set and manage competing priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Sound analytical and problem solving skills

Demonstrated ability to work effectively in a team environment

Ability to build positive stakeholder relationships whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is highly desirable

Special requirements (selection criteria)

Some after hours work may be required

Compliance

Workplace Health & Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements. Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Inclusion & Diversity

All staff members are required to comply with the University's Code of Ethics, Code of Conduct and Inclusion and Diversity principles. Details of the University policies on these can be accessed at <http://www.hr.uwa.edu.au/policies/policies/conduct/code>, <http://www.web.uwa.edu.au/inclusion-diversity>.



Position Description

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|------------------------------------|--|
| Position Title: | Senior Desktop Engineer |
| Position Classification: | Level 8 (multi classified) |
| Position Number: | 318036, 318042, 318044, 318045, 318047, 318049 |
| Faculty/Office: | University IT |
| School/Division: | Infrastructure & Platforms |
| Centre/Section: | |
| Supervisor Title: | Manager (Desktop Engineering) |
| Supervisor Position Number: | 318024 |

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Reporting structure

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Your role

As the appointee you will operate independently and be responsible for the development and maintenance of the client device environment providing support in the planning and implementation of a standard operating environment across Windows, Linux and Mac platforms. In addition, this role is responsible for the management, packaging and deployment of all applications across multiple desktop platforms.

As the appointee, you will be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also support the implementation of services for new solutions.

Your key responsibilities

Manage the Universities user device environment including the development, administration, configuration of a standard operating environment

Package and deploy software applications to the business using best practice methods

Manage the monthly desktop operating system patching cycle ensuring devices are patched appropriately in line with policy and best practice

Work with University IT teams and other University stakeholders to actively monitor, maintain and manage the desktop environment and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high quality service to the University

Adopt the agreed service delivery and support processes to ensure efficient and effective delivery of solutions, applications and support services

Provide documentation of technical problems, error messages, troubleshooting steps and action plans, and ensure the technical knowledge base is kept up to date enhancing cross team interaction

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

ITIL certification or experience in Service Delivery process is essential

Substantial relevant computing experience in providing support and troubleshooting for teaching and/or research solutions and applications

Demonstrated experience with desktop deployment and management solutions for Windows, Linux and Mac platforms

Demonstrated experience with the management and development of desktop standard operating environments (SOE) across Windows, Linux and Mac

Demonstrated experience in adopting best practice approaches to software development and maintenance, customer support and management of technical knowledge base

Demonstrated experience in a customer service role with Level 3 technical support proficiency

Excellent written and verbal communication skills and ability to influence

Excellent organisational skills and demonstrated ability to set and negotiate competing priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Strong analytical and problem solving skills

Demonstrated ability to work effectively in a team environment and act as an example to others

Ability to, build stakeholder engagement whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is essential

Special requirements (selection criteria)

Some after hours work may be required

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