Position Description

College/Division: ANU College of Science
Faculty/School/Centre: Research School of Biology
Department/Unit: Administration/Information Technology Services Team
Position Title: Client Services Officer
Classification: ANU Officer 5/6 (Information Technology)
Responsible to: Information Technology Manager (RSB)
Delegations: 00220 Financial Only

PURPOSE STATEMENT:
The Research School of Biology (RSB) carries out research and teaching in a wide range of biological and biomedical sciences, and is housed in multiple buildings on the University’s Acton campus.

The Information Technology (IT) Services Team provides IT services and infrastructure to the staff, students and official visitors of the RSB in support of the research and operational activities of the School. This includes network file storage, communications tools and information security, hardware procurement and deployment, and hardware and software support and management. The Team provides assistance with IT matters as and when required, and the identification and implementation of IT systems, to ensure RSB members are able to work effectively and efficiently. The IT Client Services Officer is responsible for the provision of high-level tier 2 and tier 1 client support.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
This position reports directly to the RSB IT Manager within the Research School of Biology (RSB) and works closely with other members of the RSB IT Services Team providing support to the RSB staff, students and visitors.

Role Statement:
Under general direction of the RSB IT Manager, the Client Services Officer will:

- Provide high quality client focused support by participating in the logging, resolution and ongoing trend assessment of IT support incidents, and maintaining close working relationships with clients.
- Provide timely and proactive advice to clients in the selection, purchasing, deployment and use of information technology solutions that meet their identified requirements whilst ensuring consistency with the IT infrastructure of the School and University.
- Perform basic desktop and network administration functions using appropriate directory services, applications and web-based systems.
- Provide support to other RSB IT Officers who deploy, maintain and update the server environment. This environment includes Windows directory services, VMware ESXi environment and backup services.
- Provide tier 2 high-level client support and tier 1 routine support for client requests and incidents.
- Maintain and develop relevant knowledge and skills by training, study and exchange of knowledge to ensure best practice and currency in latest developments.
- Comply with all ANU policies and procedures, particularly those relating to work health and safety and equal opportunity.
- Undertake other duties as required, consistent with the classification of the position.

See the classification descriptors for general staff\(^1\) and minimum standards for academic staff\(^2\)

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\(^1\)Schedule 5 - General staff classification descriptors - Human Resources - ANU
\(^2\)Schedule 4 - Human Resources - ANU

For assistance please contact HR Division Ph. 6125 3346
SELECTION CRITERIA:

1. A Degree in Information Technology or similar and/or equivalent combination of relevant experience and training.
2. A demonstrated proficient knowledge of Microsoft Windows and Mac desktops, familiarity with PC desktop operating systems, exposure to Unix/Linux and Macintosh OS X operating systems, and virtualised computing environments such as VMware.
3. Familiarity deploying and supporting the client use of office productivity and scientific technical software applications along with a diverse range of PC hardware.
4. Demonstrated experience with supporting clients in a Microsoft Active Directory or similar enterprise environment whilst providing a high level of customer service.
5. Demonstrated well developed interpersonal, customer service and communication skills including the ability to work independently as well as a member of a small team.
6. Excellent multitasking and organisational skills, including the ability to take initiative, plan, achieve objectives and meet deadlines in a busy work environment.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

Note: It is a requirement of this position that the incumbent is physically fit and capable of moving items of moderate weight.

ANU Officer Levels 5 and 6 are broadbanded in this stream. It is expected that at the higher levels within the broadband, occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<th>Supervisor/Delegate Signature:</th>
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Printed Name: | Uni ID: |

References:

- General Staff Classification Descriptors
- Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346