Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Division of Student Administration and Academic Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td></td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Student Business Systems</td>
</tr>
<tr>
<td>Position Title:</td>
<td>Assistant Systems Support Officer</td>
</tr>
<tr>
<td>Classification:</td>
<td>ANU Officer 4 (Administration)</td>
</tr>
<tr>
<td>Position No:</td>
<td></td>
</tr>
<tr>
<td>Responsible to:</td>
<td>Senior Systems Support Officer</td>
</tr>
<tr>
<td>Number of positions that report to this role:</td>
<td>Nil</td>
</tr>
<tr>
<td>Delegation(s) Assigned:</td>
<td>Nil</td>
</tr>
</tbody>
</table>

PURPOSE STATEMENT:
Under the direction of senior staff within the Student Business Systems (SBS) team, the Assistant System Support Officer role will assist in the day to day operations of the SBS helpdesk. Activities include daily administration and processing tasks, first level helpdesk support and participation in routine systems support activities.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
This position reports to the position of Senior Systems Support Officer. SBS is responsible for the maintenance, development and integrity of a number of enterprise systems, including the student administration system, the timetabling system and the ANU certified document system. This position provides first level support to these systems by completing daily administrative processes, logging and assisting with helpdesk support, as well as undertaking a number of other support activities for the team.

Role Statement:
Under general direction, the Assistant Systems Support Officer;
- Undertake routine daily processes required to support the student administration of the University, such as processing of security forms, duplicate IDs and file loads.
- Complete general administrative tasks to support Student Business Systems operations.
- Under general direction undertake data entry tasks as required.
- Assist with helpdesk activities by answering and logging helpdesk calls, monitoring and responding to emails and providing advice to clients as directed.
- Under direction, assist in the execution of systems development activities by completing and documenting routine systems testing.
- Update or complete various pieces of documentation such as training material or process guides utilising a range of desktop based programs such as Microsoft Word, Excel, Access or other similar applications.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Undertake other duties as directed, consistent with the nature and level of the position.

See the classification descriptors for general staff

1Schedule 5 - General staff classification descriptors - Human Resources - ANU
For assistance please contact HR Division Ph. 6125 3346
**SELECTION CRITERIA:**

1. Year 12 certificate and extensive work experience in administration and/or a helpdesk environment, or an equivalent combination of experience and training. Experience in supporting student administration will be highly regarded.

2. Demonstrated proficiency in the use of word processing, spreadsheet, email and database applications, preferably the Microsoft Office suite) and experience in using complex business information systems.

3. Demonstrated ability to adapt, interpret and apply policies and rules in a complex working environment, and undertake repetitive tasks with a high level of accuracy and with efficiency.

4. Demonstrated understanding in providing system support in a helpdesk environment by showing initiative, investigative and problem solving skills.

5. Demonstrated effective oral and written communication skills and a strong understanding and commitment to high quality customer service.

6. Demonstrated high level of organisational skills and the ability to operate as an effective, co-operative and contributing team member.

7. Demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.

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.

<table>
<thead>
<tr>
<th>Supervisor/Delegate Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
</tr>
</tbody>
</table>

**References:**

- General Staff Classification Descriptors
- Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346