POSITION DESCRIPTION

Technology Support Officer
Rural Support Services, IT

Position Summary
The Technology Support Officer, IT provides efficient and responsive IT support within the Rural Clinical Campuses ensuring day-to-day applications and technology support services meet operational needs. The role works closely with and provides operational support to the Senior Technology Support Officer, facilitating the delivery and maintenance of specialist technology services across the Rural Clinical Campuses.

The role of Technology Support Officer, IT is located at the identified Rural Clinical Campus and reports to the Senior Technology Support Officer, supporting the Manager, Rural Clinical Campuses, and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide effective Information Technology service, support and advice to staff, students, and visitors within the Rural Clinical Campuses.

- Maintain and support IT solutions within the Rural Clinical Campuses, including but not limited to hardware and software installation / maintenance, video conferencing equipment and applications, and audio-visual (AV) installations.

- Provide Service Desk level 1/2 services, resolving requests & incidents in accordance with accepted protocols, escalating more complex issues as appropriate, and communicating the status of outstanding jobs.

- Maintain and support embedded system within the Rural Clinical Campuses including AV and security systems.
• Ensure IT systems, standards and specific procedures meet current UNSW guidelines and comply with related policies and protocols.

• Provide advice, support and end-user training to staff, students and other stakeholders on new products, upgrades, IT/AV systems and emerging technologies, and identify opportunities for IT innovation.

• Collaborate with Central IT teams at Faculty/University level, to foster and maintain a client focussed service delivery culture whilst ensuring compliance with UNSW policies and procedures.

• As a member of the Rural Support Services team, assist with a range of other ad-hoc duties at identified Rural Clinical Campuses from time to time, as required.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**Skills and Experience**

• Relevant tertiary qualification or equivalent competence gained through any combination of education, training and experience within an Information Technology support environment.

• Demonstrated experience and ability providing effective customer focussed service and IT support solutions for enterprise level clients.

• Minimum of two-year’s experience in Microsoft Windows desktop support leveraging Microsoft Endpoint Manager for PC/User management.

• Demonstrated experience supporting and contributing to projects and initiatives, and proven understanding of associated various utilities, management tools and network systems.

• Willingness to work flexible hours and the ability to undertake travel for short-term projects across the Rural Clinical Campuses sites.

• Well-developed interpersonal, written and verbal communication skills and highly proficient computer literacy with excellent skills in Microsoft 365 suite of applications.

• Ability to make sound judgements and work both independently and as part of a team.

• Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines and work productively in a high-volume, process driven environment.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and a commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.
This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.