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POSITION DESCRIPTION

Specialist – Lab Support

Position Level	Level 7
Faculty/Division	Operations
Position Number	ADMIN ONLY
Original document creation	August 2020

Position Summary

The Specialist – Lab Support position is accountable for providing the fulfilment of technology and computing support for UNSW staff, students and researchers in specialist labs and environments across UNSW. This role encompasses the provision of computing hardware, installation and troubleshooting of computer software and the resolution of customer incidents and requests, in environments where standard computing is not appropriate, or specialist safety training and operations maybe required.

The role represents the customer facing side of UNSW IT and will be required to operate in a professional manner when dealing with both internal and external customers.

The UNSW IT Lab Services Specialist will be required to work with and support the IT Service Management Framework and to maintain exceptional customer service at all times.

This role reports to the Team Leader – Lab Support and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide Level 2 and Level 3 support for teaching and research lab technology related incidents and requests.
- Respond to escalated customer requests and update end users on incidents logged within agreed timeframes.
- Manage incident and request management activities in close co-operation with other UNSW IT Support groups.
- Perform a high level of incident and request resolution via remote control methods where possible.

- Take a leading role in application of IT policies, processes, solutions and standards for running UNSW teaching and research lab based technologies.
- Perform higher level and complex desktop management tool administration duties which could include specialist software management , deployment, device and application management via Microsoft SCCM / InTune and deployment / rebuild tasks under Apple Jamf Pro/ Puppet.
- Analyse and resolve escalated incidents involving advanced technical complexity, and escalate to other support teams within IT where necessary.
- Provide a consultative service and requirements gathering approach for customers' technology support requests.
- Provide workplace technology support to all levels of customers including senior and executive managers.
- Provide support for specialist technology equipment in differing lab environments (including but not limited to Wet Science labs, Engineering labs, Bio medical labs, hospitals)
- Support specialist research workstation needs where a leveraged solution is not appropriate (e.g: Workstations or Katana).
- Support IT Hub customer service desks as required
- Contribute to the continued improvement of UNSW IT processes, procedures and practices through identifying and suggesting innovative and improved ways of working. 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

- Minimum 3 - 5 years of relevant experience in a University (or similar) centralised technology lab support function, coupled with a Diploma and/or certificate level education in IT, or equivalent experience.
- Advanced working knowledge of Windows, Linux or macOS, LAN's, Wireless and TCP/IP networking, PC, mobile device and printer hardware, latest Microsoft Office suite, email clients and Enterprise messaging solutions
- Advanced working knowledge of the interfaces between commodity technology and equipment used in research and education lab settings.
- Experience with Enterprise wide hardware rollouts and administration is desirable.
- Strong analytical thinking and troubleshooting skills with the ability to develop and document technical solutions.
- Strong customer service approach and experience in mentoring and supporting team members.
- Excellent verbal and written communication skills, with the ability to explain technical terms to a non-technical customer.
- Good interpersonal skills, and ability to build effective relationships with key stakeholder and fellow colleagues with a client focused approach.

- 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 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.