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## POSITION DESCRIPTION

# Specialist - Critical Infrastructure

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Position Level	Level 7
Faculty/Division	Operations
Position Number	ADMIN ONLY
Original document creation	September 2022

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### Position Summary

The Specialist will provide a Single Point of Contact (SPOC) for all UNSW staff and students for IT services. The role encompasses providing specialised and elevated technical first and second level support, problem solving, resolution and call management in accordance with the UNSW IT policies and procedures.

The Specialist role represents the customer facing side of UNSW IT and will be required to operate in a professional manner. The incumbent will be required to support the IT Service Management framework and to maintain exceptional customer service.

This role of Specialist reports to the respective Team Leader and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide level 1 and 2 support for all IT support related incidents and requests, in addition to providing elevated technical assistance.
- Manage and resolve complex service requests within the IT Service Management solution in accordance with SLA, policies, and procedures in a timely manner with an emphasis on high quality customer service and first call resolution.
- Develop relationships with the customer base through operational excellence to ensure customer satisfaction levels are maximised.
- Proactively provide updates and identify solutions, work- arounds to known errors, incidents or alerts.

- Proactively monitor and action alerts within the monitoring solution, communicate actions and resolutions to business owners and leadership groups as required.
- Accurately record all customer incidents/requests in the IT Service Management tool.
- Provide a single point of contact for customers through a variety of channels including but not limited to, telephone, teams, and email.
- Mentor, and support Specialists within the team to support resolution of complex incidents, including training and providing technical assistance to team members.
- Provide specialised and elevated technical assistance and support to customers by taking control of and resolving complex technical and escalated customer incidents/requests relating to the passive infrastructure and compute spaces
- Develop and revise training materials including guides, knowledge base articles, quick reference sheets and support scripts for the IT Service Centre.
- Manage the communications with stakeholders, both internal and external to provide specialist level services and advice in relation to the implementing, management and operation of the IT Managed environment for all of UNSW.
- Be available for On-Call / After Hours support on a rotating basis, typically one week per month as well as weekend and After Hours work as required.
- Actively identify and implement improvement opportunities or performance issues that impact customer service and achievement of SLA's.
- 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**

- Qualification with industry experience or equivalent level of knowledge gained through any other combination of education, training and/ experience in supporting a large-scale IT environment.
- Minimum of 24 months' experience working within an IT Service Delivery team, preferably in a large organisation with a high volume of work.
- Experience with Server technologies, cloud computing, monitoring, networking, passive infrastructure, scripting and/or automation.
- ITIL foundation certification and/ or equivalent experience as well as relevant industry equivalent.
- Demonstrated capacity and willingness to work as a member of a proactive team dedicated to the delivery of high-quality services to its customers.
- Ability to communicate (both verbal and written) at all levels in a polite and professional manner; including the ability to explain technical concepts to non-technical staff in easily understood terms.

- Ability to prioritise and manage competing deadlines and workloads in a high-volume environment.
- Demonstrated problem solving skills and ability in handling difficult customer interactions over the phone while maintaining high level of customer satisfaction.
- Demonstrated knowledge of technologies needed to support UNSW IT environments.
- 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.

### **Pre-employment checks required for this position**

- Verification of qualifications

#### **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.