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DUTY STATEMENT – CASUAL ROLE

IT Infrastructure Assistant

Position Level	Level 4
Faculty/Division	Finance and Operations
Original document creation	March 2023

Position Summary

Level 4

An IT Infrastructure Assistant works within the Critical Infrastructure team, providing 1st level support of the University Wide Network ensuring continued operation using technical expertise and project experience

This role will:

- Participate in the activation and testing of the team's service, including teams updates and other maintenance tasks
- Assist in restoring services and systems.
- Undertaking 1st level problem diagnosis, correction, and escalated support of relevant technologies across the organisation according to assigned priorities and timeframes.
- Upgrade, clean, audit and maintain critical infrastructure locations.
- Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

A person engaged is generally expected to have the following skills and experience:

- Experience or interest in networking, telecommunication or information technology, ideally associated with current degree based studies.
- Excellent oral, written communications, consultative and interpersonal skills with high attention to detail.
- Ability to work well in a close team environment with customer service skills.

Additional Pre-employment checks required for this position

- Nil