

Senior Technical Support Officer – Shared Services IT

College/Division	Division of the Chief Operating Officer
School/Section	Shared Services
Location	Hobart
Classification	Higher Education Officer Level 7
Reporting line	Reports to Manager Shared Services Operations

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

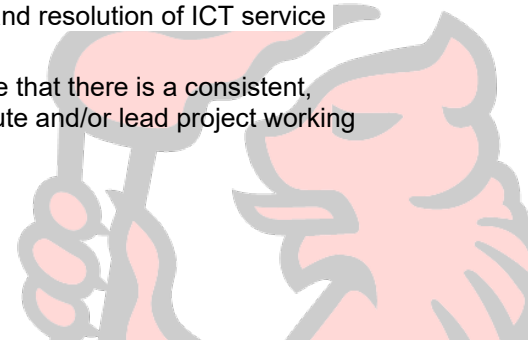
We are seeking to appoint a customer-focused Senior Technical Support Officer in Shared Services as part of the Division of the Chief Operating Officer. The IT Shared Services portfolio within University Services is responsible for providing exceptional customer service and delivering efficient, responsive frontline IT support for a diverse range of information and communication technology (ICT) services at the University of Tasmania.

The Senior Technical Support Officer, working under the broad direction of the Manager, Shared Services Operations, is responsible for providing expert technical support and advice to the University Executive and other key stakeholders, along with the broader University employee and student community as required.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Provide expert technical and specialised advice to the University Executive and other key stakeholders in the delivery and support of a range of high-quality ICT services while maintaining Customer Service excellence.
- Undertake high level technical support requests associated with the installation, maintenance and provision of hardware, software and business applications to support the achievement of organisational results. Including diagnostic and fault detection associated with network, instruments, audio-visual equipment, computer labs and peripheral devices.
- Establish and maintain relationships with stakeholders, training and orienting them on the effective use of hardware, software and business applications, including the co-ordination and delivery of software packaging requirements.
- Investigate, analyse and resolve end-to-end service issues to ensure a seamless, effective and tailored IT solution in accordance with established ITS standards.
- Operate as a point of escalation and adopt a mentoring role for the Client Services Officers, providing training and technical expertise to team members in troubleshooting and resolution of ICT service issues.
- Work collaboratively with the Team Leader Service Delivery, to ensure that there is a consistent, integrated and cohesive approach to ICT service delivery and contribute and/or lead project working groups with a lean and continuous mindset.



What We're Looking For (success criteria)

- A tertiary qualification in computing or relevant field with at least 4 years subsequent relevant experience; or extensive experience in a technical, customer focused ICT support environment; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated high-level conceptual, analytical and problem-solving skills in the support and improvement of system functionality, ensuring business continuity and delivery of robust IT solutions.
- Demonstrated high level digital literacy and competency in the administration and use of Windows operating systems, Microsoft Office365 administration, SharePoint Administration, Multifactor Authentication (MFA), iOS devices, Zoom, and ServiceNow or equivalent service management tool.
- Demonstrated highly developed interpersonal and verbal communication skills including the ability to consult and liaise with end users and business owners to achieve successful outcomes.
- Proven experience in analysing and documenting business requirements and processes and translating these into quality procedural and knowledge base documents.
- Proven commitment to high-level service delivery and experience working directly with multiple levels of customers, including senior management with the capacity to communicate technical and non-technical ICT concepts.

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

Check out more here:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.

