



Position Description

Information Technology and Client Support Officer

Division of Information Technology

Service Desk

Classification Level 5

Special conditions Nil

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed January 2025

Division of Information Technology

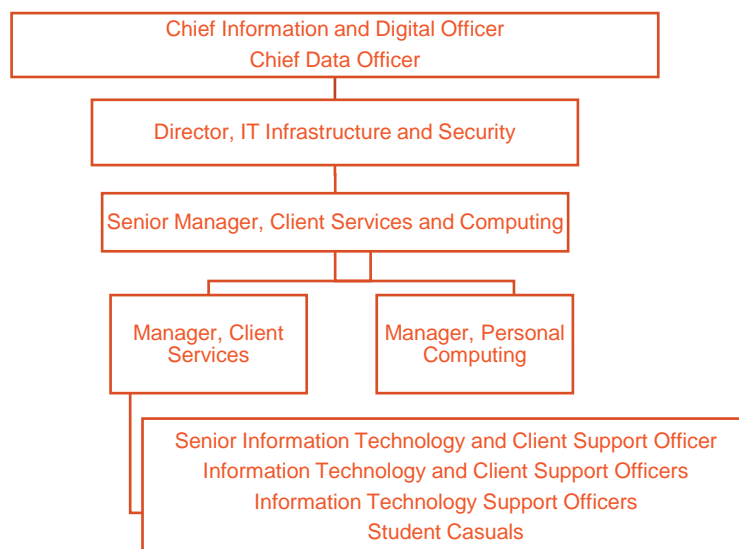
Service Desk

The Division of Information Technology (DIT) is responsible and accountable for the strategic management, development and support of information technology (IT) across the University, and the provision of related services to all staff and students of Charles Sturt University. Areas of responsibility include:

- The Charles Sturt website and online environment for students and staff
- Desktop computer supply and maintenance, mobile devices and Staff email
- Access and logins, help and Support Desk
- Application and Integration services
- Network and internet services
- Enterprise Architecture services, strategic engagement and advice
- Computing facilities including; Learning Commons and Library and Labs
- Corporate software and support
- Communication services, including telephones, voicemail and video conference facilities
- Audio visual services and teaching space technology
- Staff IT training, inductions and IT orientation

The Division of Information Technology is committed to a strong service culture. It focuses on delivering 'fit for purpose' quality services to the University community. DIT is responsible for the execution of the Technology Improvements Plan (TGIC) and works in partnership with organisational units and external providers in the delivery of projects. The programs and projects are prioritised by the senior executives in alignment with University Strategy, strategic objectives and business value. DIT also supports the project management activities, provides budget, expenditure, schedule, contract and resource information.

Organisational chart





Reporting relationship

This position reports to: Manager, Client Services

This position supervises: Nil

Key working relationships

- Division of Information Technology staff
- Senior Manager, Client Services and Computing
- Other IT Service Desk staff
- Charles Sturt University academics, staff and students



Position overview

The Information Technology and Client Support Officer is primarily associated with the operation of the Division of Information Technology's University-wide Service Desk, which provides a central contact point for students and staff related IT issues at Charles Sturt. The incumbent is required to contribute to the continual improvement and development of the services and knowledge that DIT provide and perform day to day tasks in context of meeting defined service levels.

The incumbent will also be responsible for the provision of Tier 2 support, maintenance and security of desktop computing, audio visual and network infrastructure environments. A particular focus on support of teaching and learning spaces is the key to this role, including rapid response to technology related issues in the teaching and learning spaces, scheduling of classroom lecture recordings and advice to teaching technology users.

Principal responsibilities

- **Values:** Consistently embody the University's values in behaviour and decision-making, while encouraging inclusivity and collaboration to foster a safe and respectful work environment.
- **Leadership:** Lead by example to inspire, empower, and foster a culture of collaboration, innovation, and continuous improvement. Ensure clear direction, effective communication, and accountability, driving organisational success and individual growth, and a safe working environment.
- Within the guidelines outlined by the IT Service Desk Customer Service Charter:
 - Provide a timely response for support and usage issues associated with the services provided and supported by the Division of Information Technology;
 - Receive incidents and problems associated with supported services and perform an initial analysis on these incidents and problems, and provide immediate resolution where possible. Escalate incidents according to Service Desk procedures that are not resolved at Tier 1 level to the appropriate technical support areas within the Division;
 - Perform tasks as required by this position on a rostered basis;
 - Utilise and assist in the ongoing development and continual improvement of IT Service Desk knowledge and processes.
- Provide remote and on-site high priority technical support and maintenance to teaching and learning spaces of the university as required.
- Deliver IT information sessions as required
- Support staff in their use of IT services to:
 - Increase staff confidence with IT skills in general and with services provided by the division;
 - Increase staff knowledge and awareness of IT processes and services at Charles Sturt;
 - Provide feedback to the Division to assist in the improvement of IT services.
- Perform Tier 2 support activities as required.
- Other duties appropriate to the classification as required.

Required capabilities



This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Innovates		
Acts Strategically	Analyses opportunities to determine effective solutions and solve problems in order to achieve short and long-term objectives.	Influence self
Navigates Complexity	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence self
Creates Innovative Solutions	Uses methodologies that open up creative thinking and transform ideas into actionable plans and strategies. Reflects on outcomes and drives ongoing improvement.	Influence self
Optimises Digital Environment & Data	Builds own knowledge of new technologies, adopts appropriately and uses data to draw insightful conclusions.	Influence self
Connects		
Builds Relationships	Implements interdisciplinary collaboration, adopts diversity and inclusion principles, and facilitates relationship building to work effectively with others.	Influence self
Communicates with Influence	Listens to understand the position of others and leverages effective communication and negotiation skills in order to influence and navigate toward mutually beneficial outcomes.	Influence self
Creates Alignment	Aligns behaviours with values, recognises interconnectedness in the environment and takes effective action.	Influence self
Connects in a Global World	Recognises and values cultural differences, is contextually aware, and acts within scope of role but with consideration for global trends and issues.	Influence self
Achieves		
Manages Change	Assumes responsibility for change. Supports change initiatives, builds knowledge to understand purpose and impact. Supports others to engage with change to deliver outcomes.	Influence self
Plans and Prioritises	Effectively plans and aligns priorities with strategy. Effectively allocates and utilises resources to achieve goals.	Influence self
Optimises Outcomes	Consistently achieves desired results as evidenced through measurement. Recognises accomplishments by praising achievements and sharing success stories to promote learning.	Influence self
Drives Impact	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence self

This section comprises of Enabler and Manages Effectively capabilities from the Charles Sturt [Capability Framework](#).



Capability	Capability description	Level of influence
Enablers		
Practices Effective Governance	Refers to policies, processes and guidance to support effective decision making and applies risk management processes to mitigate risk and proactively manage safety and compliance obligations.	Influence self
Manages Finances	Applies responsible financial and resource management practices to achieve value for money and support financial sustainability.	Influence self
Utilises Technology Effectively	Builds capability in relevant technologies, complies with security obligations and addresses the ethics of technology use to minimise risk.	Influence self
Manages Projects Effectively	Applies effective planning and coordinates effort using project management practices to deliver specific project objectives.	Influence self
Manages Effectively		
Clarifies Purpose and Inspires Direction	Clearly articulates the purpose and strategies of Charles Sturt and alignment to teamwork priorities. Provides a sense of direction and motivates people and teams to strive for it.	Influence self
Demonstrates Self Awareness	Builds an understanding of own thoughts, feelings, strengths, weaknesses and behaviours, to understand how others perceive them, to make sound	Influence self
Coaches and Develops Others	Guides and supports individuals to enhance their skills, knowledge, and capabilities, fostering personal and professional growth, and empowering them to reach their full potential.	Influence self
Builds Effective Teams	Builds teams with complementary abilities and skill sets, encourages effective communication and collaboration and cultivates a supportive environment to reach objectives.	Influence self

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. Completion of an associate diploma level qualification with relevant work-related experience or a certificate level qualification with post-certificate relevant work experience; or Year 12 and at least 4 years relevant work experience, often combined with some formal training, leading to a detailed knowledge of specific administrative procedures and technical office skills; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Excellent verbal and written communication with high-level organisation and administration and computer literacy skills
- C. Proven experience in providing a superior level of customer service to all stakeholders with direct customer contact and managing customer expectations. Demonstrating Strong problem-solving and analytical skills.
- D. Ability to learn and adapt quickly under continuous change, follow direction, work independently, and contribute as an effective team member.
- E. Developing technical competency in the use and maintenance of Audio visual and Videoconferencing equipment and associated hardware

Desirable

- F. Experience in an IT Service Desk environment.
- G. Developing IT skills, in at least one of the following:
 - a. Management of a Windows and/or Apple Desktop Environment; or
 - b. Communications and Networks