

POSITION TITLE	Client Services Officer
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FACULTY/INSTITUTE/DIVISION	Division of the Chief Operating Officer
SCHOOL/SECTION	Information Technology Services
CAMPUS	Hobart, Launceston, Cradle Coast or Sydney
CLASSIFICATION	Higher Education Officer Level 5
DATE	April 2016

POSITION SUMMARY

The Service Delivery & Support (SD&S) portfolio within Information Technology Services (ITS) is responsible for the development, delivery, support and continuous improvement of a diverse range of information and communication technology (ICT) services at the University of Tasmania.

As a member of the Client Services Team, the Client Services Officer is responsible for providing technical support and advice across a range of ICT services and facilities to the University through an administrative hub.

The incumbent is required to demonstrate a high level of customer service to meet the requirements of ICT service delivery at the University.

POSITION RELATIONSHIPS

Supervisor	Team Leader, Service Delivery or Manager, Service Delivery depending on specific hub structure
Direct reports	N/A
Other	Associate Director, Service Delivery & Support, all ITS management and staff, other providers of technical support services throughout the University of Tasmania, University staff and students and contractors and consultants.

KEY ACCOUNTABILITIES AND OUTCOMES

1.	Provide technical and general advice in the delivery and support of a range of high-quality ICT services within an administrative hub.
2.	Configure, install and support technology (e.g. corporate computers, computer operating systems, networks) in accordance with established ITS standards. Develop and maintain procedural documentation through the ITS knowledge base and website.
3.	Provide support to project and working groups to facilitate the successful completion of projects and participate in user group meetings and demonstrations of various types of systems and software. Provide localised support through recognised support structures in the areas of learning technology (e.g. videoconference, audiovisual, lecture recording, computers).

4.	Liaise with technical support staff to resolve problems and, where necessary, follow up to ensure problem resolution.
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DECISION MAKING AUTHORITY/LEVEL OF RESPONSIBILITY

Tasks to be undertaken under the general direction of the position supervisor, with routine supervision as necessary.

The incumbent will exercise initiative in completing the required activities within the scope of established policies, procedures, guidelines and work practices.

POSITION CRITERIA

Essential Requirements

1. A tertiary qualification in computing or a related field or an equivalent combination of relevant experience and/or education/training.
2. Competent interpersonal and written/verbal communication skills with demonstrated ability to produce quality procedural and support documentation.
3. Demonstrated commitment to customer service and a professional approach to providing technical support and advice.
4. Demonstrated problem-solving ability and experience in technology support for a large networked environment. This includes software/hardware support and troubleshooting (audiovisual, videoconference equipment, networking and/or computer operating systems). This requires a strong knowledge of current developments in technology.
5. Ability to work with limited supervision and as part of a team and to manage workload and priorities.

Desirable Attributes

1. Knowledge of the University environment.
2. Experience in application and/or server management.
3. Knowledge of mobile platforms.
4. Must be able to interact effectively with senior staff, other providers of technical support services and contractors/consultants, and UTAS staff and students.

WORKPLACE HEALTH AND SAFETY

- All staff will assist the University to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations and develop safe work procedures.
- All supervising staff are required to implement and maintain the University's WHS Management System in areas under their control, ensuring compliance with legislative requirements and established Policies, Procedures and Guidelines and, provide the appropriate information, instruction, training and supervision.
- Staff will inform their supervisor of any unsafe working practices or hazardous working conditions

UTAS STATEMENT OF VALUES



We subscribe to the fundamental values of honesty, integrity, responsibility, trust and trustworthiness, respect and self-respect, and fairness and justice. We bring these values to life by our individual and collective commitment to:

- * Creating and serving shared purpose
- * Nurturing a vital and sustainable community
- * Focusing on opportunity
- * Working from the strength diversity brings
- * Collaborating in ways that help us be the best we can

POSITION DESCRIPTION APPROVED

HEAD OF SCHOOL / SECTION

Signature

Name

Date

DEAN / HEAD OF DIVISION

Signature

Name

Date

PROVOST (for Academic Levels D & E)

Signature

Name

Date

HUMAN RESOURCES (Classification Assessed and Approved)

Signature

Name

Date