

Senior Client Services Officer – Shared Services IT

College/Division	Division of the Chief Operating Officer
School/Section	Shared Services
Location	Hobart
Classification	Higher Education Officer Level 6
Reporting line	Reports to Team Leader - IT Service Delivery

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.

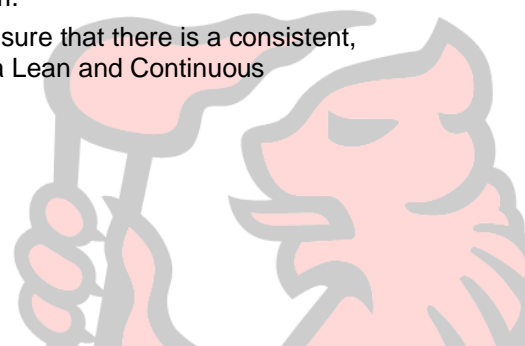
We are seeking to appoint a customer-focused Senior Client Services Officer in Shared Services as part of the Division of the Chief Operating Officer. The IT Shared Services portfolio within University Services is responsible for providing exceptional customer service and delivering efficient, responsive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

The Senior Client Services Officer, working under the direction of the Shared Services IT Team Leader, is responsible for providing customer focused technical support and advice to university staff and students.

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 technical and specialised advice in the delivery and support of a range of IT services within University Colleges and Divisions, while maintaining customer service excellence.
- Undertake IT support requests associated with the installation, maintenance and provision of hardware, software, and business applications, including diagnostic and fault detection associated with network, audio-visual equipment, computer labs and peripheral devices.
- Establish and maintain an effective knowledge base of Standard Operating Procedures to ensure adequate education and training is available to Client Service Officers and operate as a point of escalation in a coaching and mentoring capacity for the team.
- Adopt an agile and efficient way of working across various locations, schools and disciplines that will eliminate single points of dependencies and improve collaboration between functional and cross functional teams.
- Co-ordinate relevant planning and preparation of computer labs to meet all learning and teaching requirements, including the delivery of software packaging (SCCM) and licencing.
- Assist with setting up and providing technical video conferencing support for events held on the University campus, using both the Zoom and Microsoft Teams platform.
- Work collaboratively with the Team Leader - IT Service Delivery, to ensure that there is a consistent, integrated, and cohesive approach to IT service delivery by adopting a Lean and Continuous Improvement mindset.



What We're Looking For (success criteria)

- A tertiary qualification in computing or relevant field or extensive experience in an ICT support environment or an equivalent combination of relevant experience and/or education/training.
- Demonstrated conceptual, analytical and problem-solving skills in the support and improvement of IT related services, ensuring business continuity and delivery of IT solutions.
- Demonstrated problem-solving and experience, supporting a large-scale managed computing environment. This includes expertise in support and troubleshooting for a range of technology (e.g., software/hardware, audio-visual, videoconference equipment and/or computer operating systems) for a large, networked environment.
- Demonstrated effective interpersonal and verbal communication skills including the ability to document business requirements and processes and translating these into quality procedural and knowledge base documents.
- Experience in using reporting tools such as, Power BI, Excel etc to analyse, extract and connect data across multiple systems to monitor trends and insights
- Proven commitment to high-level service delivery and experience working directly with multiple levels of customers with the capacity to communicate technical and non-technical IT 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.

