

POSITION DESCRIPTION

POSITION INFORMATION

POSITION TITLE:	Service Desk Officer
WORK AREA POSITION CODE:	<i>(To be allocated by Human Resources)</i>
FUNCTIONAL UNIT:	Service Desk
FACULTY/ORGANISATIONAL UNIT:	Information Technology Directorate
CAMPUS/LOCATION:	Melbourne
NOMINATED SUPERVISOR (TITLE):	Service Desk Coordinator/Manager
CLASSIFICATION/LEVEL:	HEW Level 5
EMPLOYMENT TYPE:	Full-Time, continuing appointment A period of probation may be attached to this position.
REMUNERATION & BENEFITS:	A wide range of benefits are provided to staff. These include generous leave options; flexible working arrangements; comprehensive professional development programs; salary packaging benefits as a rebateable employer; reward and recognition programs and a range of wellbeing options.
SUPERANNUATION:	The University will contribute an amount equivalent to 9.5% or 17% of gross annual salary to superannuation dependent on salary level, length of appointment or age.
DATE DEVELOPED/ REVIEWED:	July 2014

AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement:

Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is, Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education and, the Common Good and Social Justice.

ACU has over 2,000 staff supporting more than 30,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Deputy Vice-Chancellor Research
- Deputy Vice-Chancellor Students, Learning and Teaching
- Chief Operating Officer

Each portfolio consists of a number of Schools, Directorates or Institutes;

- Five Associate-Vice-Chancellors or Campus Deans that focus on the University's local presence and development of the University at the local 'campus' level; and
- A Directorate of Identity and Mission that drives both the Identity and the [Mission](#) of the University and includes a number of Institutes and Directorates.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

Information Technology Directorate

The Information Technology Directorate is responsible for the provision and maintenance of computing services within the University. IT Client Services provides support to staff and staff desktop computers.

POSITION PURPOSE

This role is the first point of contact for university staff in the resolution of IT related problems and customer service requests.

POSITION RESPONSIBILITIES

- Provide quality first level support to customers seeking assistance with software and hardware problems, and
- Provide expert technical advice within these areas of responsibility; and
- Provide prompt research, investigation, response, feedback, escalation and resolution to customers in relation to Service Desk calls; and
- Coordinating activities (e.g. technical projects) using initiative to ensure agreed priorities are met.

SKILLS, KNOWLEDGE AND EXPERIENCE (SELECTION CRITERIA)

Essential

1. Information Technology specific Degree or Associate Diploma (Education, training and / or relevant experience equivalent to the completion of a degree or completion of an associate diploma with a minimum of one year relevant work experience)
2. Highly effective interpersonal and communication skills with exceptional telephone manner. The demonstrated ability to operate and contribute within a team environment
3. A strong technology service provision background with experience in delivering a client focused service for staff and students with varying levels of technological experience.
4. Detailed knowledge of current MS Windows operating systems, MS Office suites and general PC technologies.
5. An understanding in the configuration of computers in a networked environment including LAN/WAN technologies, etc
6. Ability to work with minimal supervision and show initiative in a high volume work environment while prioritising and resolving issues in a timely and efficient manner.
7. Demonstrate a commitment to working in an environment of performance excellence, guided by ACU's [Service Principles](#).
8. Demonstrate an awareness of the University's Mission and Catholic ethos and demonstrate an understanding of how this role serves the Mission.
9. Demonstrate commitment to cultural diversity and ethical practice principles, and demonstrate knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.