



Position Title:	Support Analyst, Specialist Solutions
Position Classification:	Level 5 (Dual classification – Level 5 or Level 6)
Position Number:	315694, 315695, 315696, 315697, 315698, 315733, 315743, 315745, 315746
Faculty/Office:	Information Technology
School/Division:	IT Service Delivery
Centre/Section:	Service Delivery Centre – ABLE, EMS, Science
Supervisor Title:	Support Lead, Specialist Solutions
Supervisor Position Number:	315689, 315692, 316237

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting Structure

Reports To: Support Lead, Specialist Solutions

Your role

The Support Analyst, Specialist Solutions works directly with the business users of the Service Delivery Centre (SDC) to provide support for specialised teaching and research solutions. As the appointee you will be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also provide implementation services for new solutions.

Key responsibilities

Provide specialised support and troubleshooting for teaching and/or research solutions and applications

Adopt the agreed service delivery and support processes to ensure efficient and effective delivery of solutions, applications and support services

Resolve all requests, incidents and problems, in line with the agreed service levels, over multiple channels including phone, email, service desk, and video

Delivery, setup and configuration of desktop and workstation computers across the University

Provide documentation of technical problems, error messages, troubleshooting steps and action plans, and ensure the technical knowledge base is kept up to date

Contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant University degree or equivalent

ITIL certification or experience in Service Delivery process is desirable

Considerable experience in providing support and troubleshooting for teaching and/or research solutions and applications

Considerable experience in software development, maintenance, support, incidents and problem resolution and management

Experience in adopting best practice approaches to software development and maintenance, customer support and management of technical knowledge base

Experience in a customer service role with Level 3 technical support proficiency

Well-developed analytical, problem solving, written and verbal communications skills

Ability to work effectively in a team environment

Ability to communicate, build positive stakeholder relationships and competing priorities whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is desirable

Special Requirements

NIL

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.

Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, <http://www.equity.uwa.edu.au>



Position Title:	Support Analyst, Specialist Solutions
Position Classification:	Level 6 (Dual classification – Level 5 or Level 6)
Position Number:	315694, 315695, 315696, 315697, 315698, 315733, 315743, 315745, 315746
Faculty/Office:	Information Technology
School/Division:	IT Service Delivery
Centre/Section:	Service Delivery Centre – ABLE, EMS, Science
Supervisor Title:	Support Lead, Specialist Solutions
Supervisor Position Number:	315689, 315692, 316237

Your work area

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Reporting Structure

Reports To: Support Lead, Specialist Solutions

Your role

The Support Analyst, Specialist Solutions works directly with the business users of the Service Delivery Centre (SDC) to provide support for specialised teaching and research solutions. As the appointee you will be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also provide implementation services for new solutions.

Key responsibilities

Provide highly technical, specialised support and troubleshooting for teaching and/or research solutions and applications

Adopt the agreed service delivery and support processes to ensure efficient and effective delivery of solutions, applications and support services

Resolve all requests, incidents and problems, in line with the agreed service levels, over multiple channels including phone, email, service desk, and video

Delivery, setup and configuration of desktop and workstation computers across the University

Document technical problems, error messages, troubleshooting steps and action plans, and ensure the technical knowledge base is kept up to date

Lead by example, and actively contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility

Act as a point of escalation and technical expertise for other staff within the team

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant University degree or equivalent

ITIL certification or experience in Service delivery process is desirable

Substantial experience in providing support and troubleshooting for teaching and/or research solutions and applications

Substantial experience in software development, maintenance, support, incidents and problem resolution and management

Proven experience in adopting best practice approaches to software development and maintenance, customer support and management of technical knowledge base

Experience in a customer service role with Level 3 technical support proficiency

Highly developed analytical, problem solving, written and verbal communications skills

Proven ability to work effectively in a team environment, and lead by example to other staff

Proven ability to communicate, build positive stakeholder relationships and competing priorities whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is desirable

Special Requirements

NIL

Compliance

Workplace Health and Safety

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