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| ANU_LOGO_mono black_FA.jpg | Position Description |

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| **College/Division:** | Information Technology Services (ITS) |
| **Faculty/School/Centre:**  |  |
| **Department/Unit:**  | Enterprise Services |
| **Position Title:**  | Systems Support Officer |
| **Classification:** | ANU Officer Grade 5/6 (IT) |
| **Position No:** | 17851 |
| **Responsible to:** | Manager, Application Development and Support |
| **Number of positions that report to this role:** | 0 |
| **Delegation(s) Assigned:** | D6 |

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| **PURPOSE STATEMENT:**The Australian National University’s information technology infrastructure plays a critical role in enabling and supporting teaching, learning, research and administration. The Information Technology Services (ITS) Division provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University’s information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure. The Enterprise Services (ES) area within ITS provides development and technical support services for the University’s enterprise systems. The purpose of this role is to provide technical application support services for ES to a wide range of ANU corporate systems. It plays a key part in assisting in associated lifecycle management activities for these systems, such as upgrades, change management, enhancements, issue resolution and escalation and vendor liaison, as well as ensuring their day to day continuity. **KEY ACCOUNTABILITY AREAS:****Position Dimension & Relationships:** Under the general direction of the Manager, Application Development and Support, the System Support Officer with a shared responsibility with the ES team develops and supports ES solutions to enhance the core functions of the University. The role will require liaison with developers, system administrators, infrastructure specialists, business areas, and end users from within ES, ITS, and across the University. Liaison with external vendors and their support areas will also be required.**Role Statement:**Under the general direction of the Manager, Application Development and Support , the Systems Support Officer will:1. Provide 2nd and 3rd level technical support for applications in the ES portfolio in a timely and efficient manner, including provisioning and implementation, monitoring, code and data migrations, patching, and backup/restore, system maintenance, troubleshooting and issue resolution.
2. Assist in end-to-end processes required for system changes, including timely communications to key stakeholders in accordance with defined change management practices.
3. Draft and update detailed technical documentation including standard operating procedures and configuration documents.
4. Contribute to the assessment and analysis of system enhancement/improvement designs/requests and assisting in their development, configuration, testing and implementation
5. Assist as directed, in major incident management and investigation of problems in systems and services. Support resolution by liaising with clients, vendors, other support staff, and management as required.
6. Contribute to review of user requirements and specifications. Assist in designing test cases and test scripts, mapping back to pre-determined criteria. Analyse and report on test outcomes, including identifying issues and risks.
7. Develop and maintain a working knowledge of technology developments affecting the supported systems and contribute to system lifecycle planning while working as a productive member of the team sharing knowledge and contributing ideas.
8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
9. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.
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| **SELECTION CRITERIA:**1. Tertiary qualification in Information Technology or an equivalent combination of relevant experience and education/training.
2. Demonstrated technical knowledge and experience in the development and support of IT systems and technologies, with an understanding of the application lifecycle including processes related to development, testing, change control, and operational support.
3. Demonstrated high level customer service and effective communication skills including developing written technical documentation and an ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.
4. Proven commitment to service excellence with the ability to work effectively both individually and as a member of a multi-skilled team to deliver IT services from a diverse range of systems to a wide client base
5. Highly developed problem-solving skills and the ability to work within limited timeframes and to meet deadlines.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.
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| **Supervisor/Delegate Signature:** |  | **Date:** |  |
| Printed Name: |  | **Uni ID:** |  |

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| **References:** |
| [General Staff Classification Descriptors](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_5) |
| [Academic Minimum Standards](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_4) |

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|  | Pre-Employment Work Environment Report |

# Position Details

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| **College/Div/Centre** | Information Technology Services  | **Dept/School/Section** | Enterprise Services |
| **Position Title** | Systems Support Officer | **Classification** |  ANU Officer Grade 5/6 (IT) |
| **Position No.** | 17851 | **Reference No.** |       |

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

1. This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
2. This form is used to advise potential applicants of work environment issues prior to application.
3. Once an applicant has been selected for the position consideration should be given to their inclusion on the University’s Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/\_\_Health\_Surveillance\_Program/index.asp Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training\_and\_Development/OHS\_Training/index.asp
4. ‘Regular’ hazards identified below must be listed as ‘Essential’ in the Selection Criteria - see ‘ Employment Medical Procedures’ at http://info.anu.edu.au/Policies/\_DHR/Procedures/Employment\_Medical\_Procedures.asp

# Potential Hazards

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| 1. Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.
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| **TASK** | **regular** |  | **occasional** |  | **TASK** | **regular** |  | **occasional** |
| key boarding | [x]  |  | [ ]  |  | laboratory work | [ ]  |  | [ ]  |
| lifting, manual handling | [ ]  |  | [ ]  |  | work at heights | [ ]  |  | [ ]  |
| repetitive manual tasks | [ ]  |  | [ ]  |  | work in confined spaces | [ ]  |  | [ ]  |
| catering / food preparation | [ ]  |  | [ ]  |  | noise / vibration | [ ]  |  | [ ]  |
| fieldwork & travel | [ ]  |  | [ ]  |  | electricity | [ ]  |  | [ ]  |
| driving a vehicle | [ ]  |  | [ ]  |  |  |  |  |  |
| **NON-IONIZING RADIATION** |  |  |  |  | **IONIZING RADIATION** |  |  |  |
| solar | [ ]  |  | [ ]  |  | gamma, x-rays | [ ]  |  | [ ]  |
| ultraviolet | [ ]  |  | [ ]  |  | beta particles | [ ]  |  | [ ]  |
| infra red | [ ]  |  | [ ]  |  | nuclear particles | [ ]  |  | [ ]  |
| laser | [ ]  |  | [ ]  |  |  |  |  |  |
| radio frequency | [ ]  |  | [ ]  |  |  |  |  |  |
| **CHEMICALS** |  |  |  |  | **BIOLOGICAL MATERIALS** |  |  |  |
| hazardous substances | [ ]  |  | [ ]  |  | microbiological materials | [ ]  |  | [ ]  |
| allergens | [ ]  |  | [ ]  |  | potential biological allergens | [ ]  |  | [ ]  |
| cytotoxics | [ ]  |  | [ ]  |  | laboratory animals or insects | [ ]  |  | [ ]  |
| mutagens/teratogens/carcinogens | [ ]  |  | [ ]  |  | clinical specimens, including blood | [ ]  |  | [ ]  |
| pesticides / herbicides | [ ]  |  | [ ]  |  | genetically-manipulated specimens | [ ]  |  | [ ]  |
|  |  |  |  |  | immunisations | [ ]  |  | [ ]  |
| **OTHER POTENTIAL HAZARDS (please specify):** |

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| **Supervisor’s Signature:**  |  | **Print Name:** |  | **Date:** |  |