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| ANU_LOGO_mono black_FA.jpg | Position Description |

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| **College/Division:** | ANU College of Science |
| **Faculty/School/Centre:**  | Research School of Physics and Engineering (RSPE) |
| **Department/Unit:**  | School Computer Unit |
| **Position Title:**  | IT Client Services Officer |
| **Classification:** | ANU Officer Grade 5/6 (Information Technology) |
| **Position No:** | TBA |
| **Responsible to:** | IT Manager, Research School of Physics and Engineering (RSPE) |
| **Number of positions that report to this role:** | 0 |
| **Delegation(s) Assigned:** | n/a |

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| **PURPOSE STATEMENT:**The School Computer Unit within the Research School of Physics and Engineering (RSPE) provides IT services and infrastructure to the staff and students in a client focused scientific research and teaching environment across multiple locations on campus. The IT Client Services Officer will provide resolution, advice and assistance with IT matters, identify and implement IT systems and help ensure that staff and students are able to work effectively and efficiently within the University Research environment.  **KEY ACCOUNTABILITY AREAS:****Position Dimension & Relationships:** The IT Client Services Officer reports to the IT Manager and works closely with other members of the School Computer Unit team supporting and providing IT services and infrastructure to staff and students within RSPE. The position will develop close working relationships with other IT provision areas across campus, particularly the central Information Technology Services (ITS).**Role Statement:**Under the general direction of the IT Manager, the Client Services Officer will:* Provide high quality frontline IT support focused on the client including Research Laboratory IT needs.
* Perform administrative functions using appropriate directory services, applications and systems including the ANU IT service desk. This will include machine deployment.
* Provide IT purchasing support and maintain IT asset and licensing systems for the Research School.
* Perform System Administration tasks in the Computer Unit’s IT infrastructure (Linux).
* Provide secondary support for Web and Database systems (HTML/PHP/MySQL/Git).
* Provide technical support for other services within RSPE including AV systems and printing services.
* Maintain and develop relevant knowledge and skills by training, study and exchange of knowledge to ensure best practice and currency in latest developments.
* Comply with all ANU policies and procedures and in particular those relating to work, health and safety and equal opportunity.
* Perform other duties as consistent with the classification of the position.

**Please note:** This position will require the occupant to hold a valid driver’s licence and be able to move items of a moderate weight.*ANU Officer levels 5 & 6 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.* |

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| **SELECTION CRITERIA:**1. A degree in Information Technology or an equivalent combination of relevant experience and training, with demonstrated experience of providing quality IT support in a University environment or similar organisation. Knowledge of programming languages appropriate for a University research environment (eg Python, GPU programming) would be advantageous.
2. Evidence of maintaining a high level of client service and liaison and a demonstrated ability to deal with a broad variety of IT related problems and inquiries, independently and proactively, under general supervision.
3. Demonstrated technical knowledge of hardware, operating systems (Linux, Macintosh, and Windows) and software, including Linux Server administration. Experience in web development (HTML, PHP, MySQL, Git) would be advantageous.
4. Demonstrated problem solving, independent learning and organisational skills, including the ability to research, take initiative, achieve objectives and meet deadlines and a desire to improve IT services and keep abreast of current and emerging technologies.
5. Demonstrated effective interpersonal, verbal and written communication skills, including the ability to produce technical software documentation and an ability to consult, liaise and communicate technical information effectively with a wide range of people in a culturally diverse environment and of varying IT ability.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.
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| **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) |

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|  | Pre-Employment Work Environment Report |

# Position Details

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| **College/Div/Centre** | CPMS | **Dept/School/Section** | RSPE |
| **Position Title** | Research IT Officer | **Classification** | ANUO 5/6 (IT) |
| **Position No.** |  | **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 | [ ]  |  | [x]  |  | work at heights | [ ]  |  | [ ]  |
| repetitive manual tasks | [ ]  |  | [x]  |  | work in confined spaces | [ ]  |  | [ ]  |
| catering / food preparation | [ ]  |  | [ ]  |  | noise / vibration | [ ]  |  | [ ]  |
| fieldwork & travel | [ ]  |  | [ ]  |  | electricity | [ ]  |  | [ ]  |
| driving a vehicle | [ ]  |  | [x]  |  |  |  |  |  |
| **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:** | **Mr James Irwin** | **Date:** |  |