

Position Description

Digital Services Officer



Faculty/Portfolio	Global Engagement
School/Centre	Graduate Employment Division
Basis of Employment	Full-time (36.75 hours per week) and ongoing
Primary Location of Work	Melbourne Burwood Campus
Classification	HEW 5
Reporting Line	Manager, Digital Strategy and Operations

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people’s lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia’s sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurin Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne’s CBD, and at the Burwood, Waterfront and Waurin Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[Graduate Employment Division](#)

[DeakinTALENT](#)

[Benefits of working at Deakin](#)

[Deakin’s Strategic Plan – LIVE Agenda](#)

DEAKIN’S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

POSITION OVERVIEW

The Digital Services Officer position plays an operational, administrative and support role for all stakeholders of the Graduate Employment Division. The position plays a key role in ensuring on demand or pre-planned, high quality digital support is delivered efficiently and effectively to all Graduate Employment staff. This includes supporting and maintaining existing and new systematic digital work processes across platforms and tools, and users of the Division's technologies.

Key Relationships:

Internal	The Graduate Employment Division is responsible for operationalising the University's graduate employment strategy. The Division's core operations comprise of career education, graduate talent development and recruitment services and is enabled by Technology & Operations team providing shared services across all operations. The Digital Services Officer reports to the Manager, Digital Strategy and Operations through the Digital Operations Coordinator.
External	In order to successfully fulfil the requirements of the role, the Digital Services Officer will support and maintain effective client relationships across the University, particularly Faculties. The role may also liaise with representatives from employer organisations, technology vendors and service providers. The position does not have a budget responsibility.

PRINCIPAL RESPONSIBILITIES

- Provide administrative and technical support and assistance to enhance services and operations, including the provision of advice and technical assistance related to the scoping of information and programs.
- Contribute ideas to, and initiate continuous improvement activities to enhance the efficiency and effectiveness of services and processes.
- Assist with implementing digital management solutions and other resources for staff such procedures, processes, training materials and knowledge base documentation.
- Assist in the recording of data and preparation of reports in relation to programs and initiatives.
- Provide efficient, courteous and prompt assistance via multiple integrated communication channels to students, graduates, staff and external contacts to ensure their needs are met.

KEY DUTIES

- Provide first-level administrative and technical support and training to Graduate Employment staff and Deakin students and graduates in relation to all Divisional technologies and associated operations. Where needed, determine appropriate referral and escalation to assist with resolution process to ensure satisfactory outcomes.
- Enable Graduate Employment staff to provide relevant and timely support to students, graduates and employers through the use of Divisional technologies.
- Work collaboratively with the Technology Services and Operations team members to ensure completion of delegate tasks and activities across technology processes and projects that commensurate with the scope and classification of the position.
- Assist with research where needed, analysis of data and creation of dynamic reports for informed decision making.
- Contribute to, and initiate continuous improvement activities to enhance the efficiency and effectiveness of services and processes.
- Any other duties as directed, commensurate with the scope and classification of the position.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- Tertiary degree in information systems, information technology or data science along with relevant experience working within a team setting.
- Knowledge of and experience in the use of a variety of digital tools in the context of providing support and service to customers.

Capabilities and Personal Attributes:

- Ability to understand and follow systematic processes and procedures to be accountable to produce consistent results
- Demonstrated communication and interpersonal skills with the ability to produce clear and accurate communications appropriate for their intended audience
- Proven capability to work positively and effectively as part of a collaborative work team, to accommodate and work well with different working styles and to work independently where required
- Demonstrated ability to organise and plan, pay attention to detail and to balance conflicting demands and deadlines, along with the ability to adapt to dynamic priorities
- Proven digital and data literacy, including use of Microsoft Office 365 suite and Outlook, and the interest and ability to learn new technologies.
- Interest and enthusiasm to be part of the DeakinTALENT team and strong work ethic.

SPECIAL REQUIREMENTS

- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.