Australian National University

Position Description

College/Division:	ANU College of Engineering & Computer Science (CECS)
Faculty/School/Centre:	College Administration
Department/Unit:	IT Group
Position Title:	IT Teaching Support Officer
Classification:	ANUO7 (IT)
Position No:	13441
Responsible to:	Education Technology & Teaching Support Manager
Number of positions that report to this role:	N/A
Delegation(s) Assigned:	N/A

PURPOSE STATEMENT

The ANU College of Engineering and Computer Science (CECS) is one of the premier engineering and computer science research institutions in the world. Comprising the Research School of Computer Science and the Research School of Engineering, both are recognised as research leaders in their respective areas, continuing the tradition of excellence in research and research-led education. The IT Teaching Support Group is responsible for the provision of IT teaching support services to the College. The IT Teaching Support Officer provides advanced IT skills primarily in support of College teaching - including research programming, enterprise application/web programming, and system administration and advanced IT Helpdesk support.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships:

The IT Teaching Support Officer, working under the broad direction of the Educational Technology and Teaching Support Manager, will apply high level IT skills to the teaching needs of the College as a whole. In addition to providing technical advice to the Educational Technology & Teaching Support Manager, the occupant will be expected to support and work closely with more junior staff as well as colleagues in ANU Central IT Services. The Officer is expected to:
1. Provide teaching support to the College; and
2. Provide a tier two Helpdesk in support of more junior helpdesk staff.

Role Statement:

Under the broad direction of the Educational Technology and Teaching Support Manager, the IT Teaching Support Officer will:

1. With a focus on high quality customer service, provide advanced system administration skills in support of the CECS Teaching services:
    a. Specify, test, document, deploy and maintain IT infrastructure;
    b. Evaluate hardware and software for use within the college.
    c. Develop computing applications for client areas;
    d. Ensure adherence to information technology guidelines and standards set by the College and the University.
    e. Ensure system and data security (including backup and recovery);
    f. Hardware and software maintenance and upgrades; and
    g. Systems administration and monitoring;
2. Undertake regular auditing of all CECS IT labs (including the ITS Infocommons labs), particularly during teaching periods. From the audits, raise requests with the Helpdesk for issues including, but not limited to, login failures, failure to print, broken keyboards, messy labs and take feedback from lab users who are present during audits. Where appropriate, assist with resolving issues, particularly in Engineering labs, as part of support to the IT Helpdesk.
3. Provide advanced IT Helpdesk support as needed, to assist more junior IT Helpdesk staff.
4. Comply with all ANU policies and procedure, and in particular to those relating to workplace health and safety and equal opportunity.

5. Other duties as required, consistent with the classification level of the position and in line with the principles of multiskilling.

SELECTION CRITERIA

1. Relevant degree and at least four years' relevant experience or an equivalent combination of experience and education/training. Experience with or understanding of university research or teaching environments and/or operations will be highly regarded as would progress towards postgraduate qualifications.
2. Demonstrated experience with system administration of networked Linux and Windows systems and management of IT infrastructure, including planning, complex servers, network systems, web-based services and desktop systems.
3. Experience with shell scripting (sh and bash) and the use of Linux commands is essential. Experience in at least one of Perl, Python, TCL or Javascript would be highly regarded as would experience with the installation of large and complex software from source onto Linux systems.
4. Well-developed interpersonal and communication skills, both written and verbal, with a strong customer service focus and the ability to consult, negotiate and liaise effectively with a range of stakeholders and maintain good working relationships.
5. Demonstrated ability to use initiative and work with the minimum of supervision, apply sound judgement, work flexibly, prioritise work to meet conflicting deadlines and quickly adapt to new environments
6. Demonstrated understanding of workplace health and safety and equal opportunity principles and policies and a commitment to their application in a university context.

References: Professional Staff Classification Descriptors