Position Title	System Analyst
Classification	Level 6
School/Division	University IT
Centre/Section	IT Service Delivery
Supervisor Title	Manager (IT)
Supervisor Position Number	317953
Position Number	322249

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.

The redesign of the IT Services Delivery aims to realign the teams in centres geographically located in two critical mass services centres (Crawley Campus and QE2 Health Campus).

Reporting structure

Reports to: Manager (IT)

Your role

As the appointee you will, under general direction, work in a small team and be responsible for assisting to identify gaps in process, customer service, SLA achievements and IT/vendor partnerships and implementing solutions. You will act as the entry point for new assets services/processes ensuring the handover to support process is adhered to. You will also be involved in working groups, contribute to business engagement sessions and form value add relationships with the broader IT Team. You will perform queue management activities to ensure timely ticket resolution/fulfilment, manage customer expectations and assist to identify opportunities.

Your key responsibilities

Assist the development of all ServiceNow Incidents and requests for IT Asset Management support.

Handle asset reconciliation, disposal, and lifecycle management.

Enhance the management of hardware and software across all phases of its lifecycle by focusing on analysing, documenting, and optimizing processes.

Collaborate with various stakeholders, such as IT managers, vendors, and business users, to ensure smooth asset lifecycle management.

Assist the Lifecycle of all UWA's IT Asset Management practice as identified by the team, including but not limited to; Discovery, Governance, Support, Compliance and Vendor Management.

Follow guidelines in the strategic input of the Service Model for IT Asset Management.

Contribute to prepare business cases to support significant proposed investments.

Continuously evaluate asset management processes and tools to ensure they align with business goals and industry best practices.

Other duties as directed.

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency.

ITIL certification or substantial experience in ITAM Service Delivery process, including relevant experience with support of complex ITAM systems and services.

Demonstrated experience in providing support and troubleshooting for Hardware and Software management for research solutions and Education enterprises.

Highly developed understanding and experience with a range of contemporary computing platforms, operating systems, applications and systems, including those typical to the higher education sector.

Sound analytical and problem-solving skills, and proven ability to interpret needs and recommend appropriate solutions within a changing environment.

Well-developed written and verbal communication skills.

Highly developed organisational skills with the demonstrated ability to set priorities and to meet deadlines.

Working knowledge of the Higher Education sector is desirable.

Special requirements (selection criteria)

Occasional after hours work.

Occasional travel for field service, including outside the metro area.

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct hr.uwa.edu.au/policies/policies/conduct/code/conduct

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing safety.uwa.edu.au/