POSITION DESCRIPTION

Position Title	Assistant Campus Support Officer		
Organisational Unit	Information Technology Directorate		
Functional Unit	IT End User Computing Services		
Nominated Supervisor	State Manager, Campus IT Service Delivery		
Higher Education Worker (HEW) Level	HEW Level 4	**Campus/Location**	Brisbane
CDF Achievement Level	1 Staff	**Work Area Position Code**	TBC
Employment Type	Continuing	**Date reviewed**	May 2018

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:
- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE CORPORATE SERVICES PORTFOLIO

The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

ABOUT THE INFORMATION TECHNOLOGY DIRECTORATE

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate aims to be a strategic partner to deliver technology enabled change and excellent IT services to support learning, teaching, research and business functions across ACU.

The Director of Information Technology and three Associate Directors lead information Technology Directorate. The Director is responsible for overall strategic planning and governance, while the Associate Directors are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise of Strategy and Program Delivery, Applications and Platforms and End User Computing Services.

The Information Technology Directorate is a professional business unit with a customer service focus. Its vision is to deliver high quality ICT Strategic services to support learning, teaching, research and business functions within the University. The Information Technology Directorate is responsible for the planning, management and delivery of information technology and services across the University to ensure the development and implementation of enhanced delivery systems and infrastructure to support the University Strategic Plan and activities.

ABOUT IT END USER COMPUTING SERVICES TEAM

The End User computing Services group works closely with the business (end users) and the other IT Groups to provide national end user IT technology support via remote and onsite support teams to enhance customer service and to increase call resolution rates to deliver increased customer satisfaction. The group is responsible for constantly accessing customer feedback and continually making necessary improvements.

We comprise of three teams:

Digital Workspace team - responsible for building and delivering workspace (end user computing & UCC) infrastructure

Technology Support Group - multi location based Technology Support Group to provide national remote technology support using service management tools, processes and reporting and is responsible for providing Level 1 and Level 2 IT technical services for ACU-IT to deliver maximum first and second resolution services.

Campus IT Support Services teams – provides end user engagement, national service delivery, local IT support to campus users in workspace, video conference and lecture rooms

Our capabilities include digital workspace support and management including Office 365 and Unified Communication and Collaboration, technology support for remote end-users, campus It service delivery and support, AV and desktop technology support including desktop applications, and user engagement.

POSITION PURPOSE

The position holder will deliver client focused Information Technology (IT) services and Audio Visual (AV) services, and support to the University community and teaching spaces, under the direction of the State Manager Campus IT Service Delivery or Senior Campus Support Officer or nominated work task supervisor. The primary focus of the role is the day-to-day support of staff, students and University visitors to access and use the Information Technology and Services that form part of the ACU Information Technology environment.

The role will work closely with the Technical Support Services group to provide and support onsite and remote IT solutions.

This position is considered an entry level position into desktop and/or AV support.

The position requires the rostering of working hours, afterhours and nominated weekend support.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team ✔	School or Campus ✔	Faculty or Directorate ✔	Across the University ✔
Represent the IT Directorate in committee meetings and with stakeholders in a professional and courteous manner.	- Be Responsible and Accountable for Achieving Excellence - Deliver Stakeholder Centric Service - Communicate with Impact		✔		
Observe Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities.	- Deliver Stakeholder Centric Service - Collaborate Effectively - Communicate with Impact		✔		

Key responsibilities specific to this position	Relevant Core Competences ([Capability Development Framework](#))	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Monitor and maintain the IT and AV infrastructure and operations *as directed*, including hardware, software and associated services, including AV equipment, printing within teaching and learning spaces and general office environments.	• Deliver Stakeholder Centric Service • Be Responsible and Accountable for Achieving Excellence • Make Informed Decisions		✓		
Provide onsite technical advice to Staff, Students and Visitors seeking assistance with IT and AV technology matters.	• Know ACU Work Processes and Systems • Coach and Develop • Be Responsible and Accountable for Achieving Excellence		✓		
Engage in projects, as part of the ongoing improvement program, by performing tasks such as, the assessment of user requirements, planning, hardware and software configuration, testing and installation.	• Collaborate Effectively • Make Informed Decisions • Be Responsible and Accountable for Achieving Excellence	✓			
Achieve IT service performance against agreed service standards and the IT Service Catalogue for resolution of incidents and problems with the aim of maintaining high level customer service and satisfaction.	• Be Responsible and Accountable for Achieving Excellence • Deliver Stakeholder Centric Service • Know ACU Work Processes and Systems	✓			
Contribute to the IT Knowledge base user and technical documentation.	• Communicate with Impact • Know ACU Work Processes and Systems • Collaborate Effectively	✓			
Assist with project activities (e.g. technical projects) using initiative to ensure agreed priorities are met.	• Collaborate Effectively • Know ACU Work Processes and Systems • Be Responsible and Accountable for Achieving Excellence	✓			

Key responsibilities specific to this position	Relevant Core Competences ([Capability Development Framework](#))	Scope of contribution to the University			
		Within the work unit or team ✔	School or Campus ✔	Faculty or Directorate ✔	Across the University ✔
Support use of current MS Windows operating systems, MS Office Suites, MS O365 Cloud Applications and Services; Unified Collaboration and Conferencing Technologies; Mobile and BYOD Technologies; PC and Apple technologies; Audio Visual Services and print and imaging.	• Know ACU Work Processes and Systems • Collaborate Effectively: • Deliver Stakeholder Centric Service				✔
Within the scope of the IT Directorate, assist with other related IT and AV issues/requests as directed.	• Deliver Stakeholder Centric Service • Collaborate Effectively • Know ACU Work Processes and Systems			✔	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving
- Identify the need to escalate an issue when required to a higher level of technical skills.
- Assessing the urgency and importance of an issue unable to be resolved within their skills set or escalates as required.
- Collection and reporting of incidents within a timely manner based on their own judgment.
- Ability to effectively manage and prioritize a range of tasks simultaneously, while providing a high level of support to a diverse range of internal and external stakeholders.
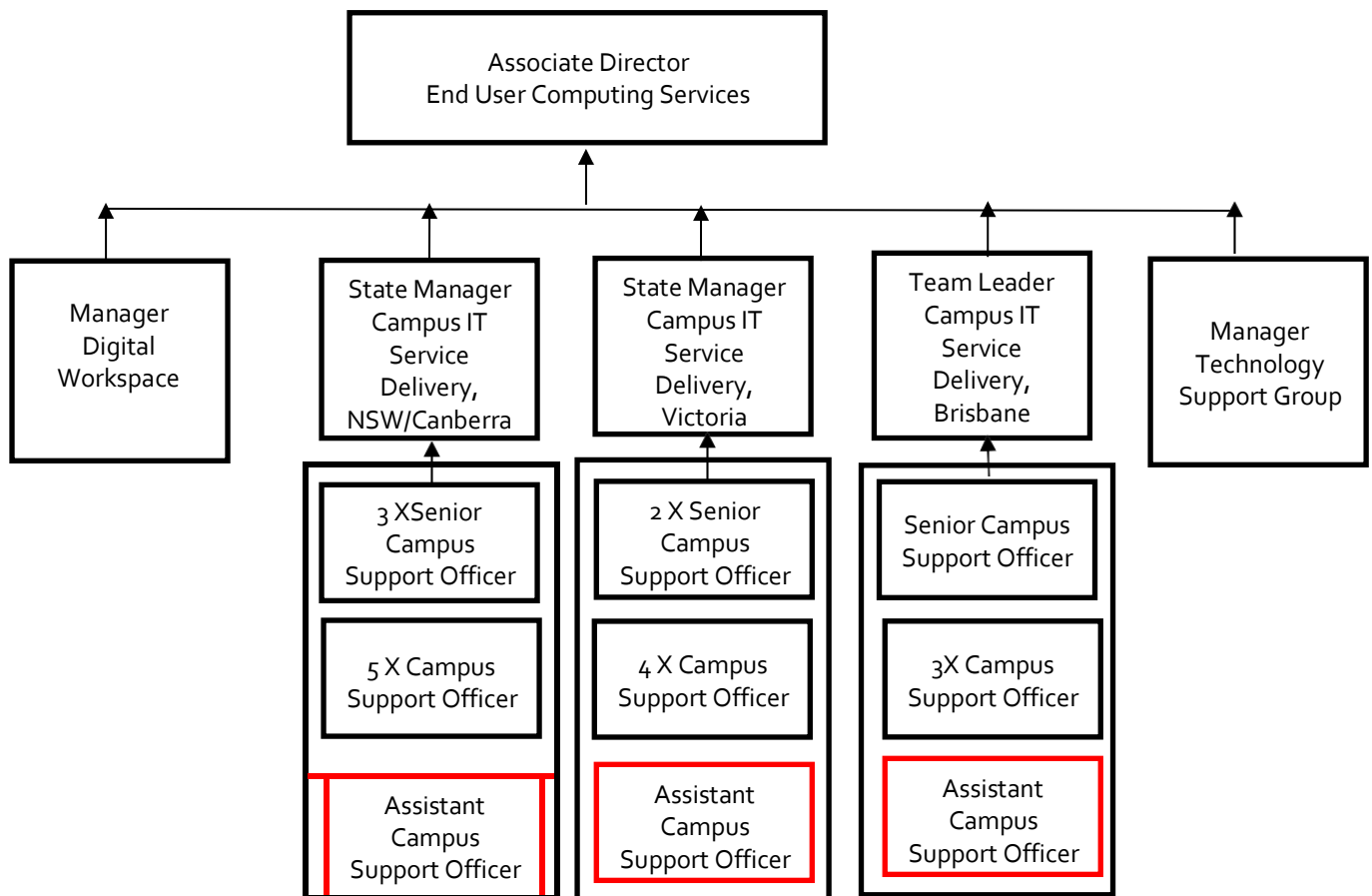
Decision Making / Authority to Act
- The position holder responds to routine enquiries, referring more complex matters to the supervisor or other IT staff. Procedure manuals and guidelines assist the position holder with routine enquiries.

Communication / Working Relationships
- The position holder communicates internally with staff and clients and is responsible for communicating policies, procedure, initiatives and direction consistent with guidelines and relevant legislation to those delivering the services.
- The position holder contributes to the efficient operation of national and local IT Service Desk teams through proactive and cross-functional assistance as required.

Reporting Relations

For further information about structure of the University refer to the organisation chart.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of an associate diploma or certificate level qualification with relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2.	Proven customer service skills, with written communication skills and exceptional phone manner, and a positive attitude towards learning new skills with a strong customer service background.
3.	Demonstrated ability to work effectively within a team environment; demonstrated flexibility and an ability to work in a changing service environment; demonstrated initiative and motivation to achieve specified goals.
4.	Knowledge of current MS Windows operating systems, MS Office Suites, PC and Apple technologies; Audio Visual Services; Video Conferencing Technologies; print and imaging; and Mobile Technologies.

Core Competencies (as per the [Capability Development Framework](#))

5.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
6.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the [ACU Service Principles](#).
7.	Demonstrated ability to communicate with impact and purpose to gain the support of a wide range of stakeholders, both internal and external to create positive impact and successful outcomes.
8.	An ability to take personal accountability for achieving the high-quality outcomes through an understanding of organisational context, self-reflection, and aspiring to and striving excellence.
9.	Demonstrated ability to plan work activity, work under pressure and prioritise time and resources using established processes and technology to achieve optimum efficiency and effectiveness.

Other attributes

10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.

Desirable

11.	ITIL (Information Technology Infrastructure Library) Service Management Essentials qualification.
12.	Demonstrated ability to innovate and adapt new technologies that are relevant to a university environment.