

Position Title	Systems Officer
Classification	Level 6
School/Division	College Services
Centre/Section	Technical Services
Supervisor Title	Manager (Physical Sciences)
Supervisor Position Number	314306
Position Number	321451

Your work area

College Services provides academic administration and technical support services to the University's schools, including Heads of School, academic staff and research students. The team is committed to providing effective and efficient services in support of the Schools' and University's strategic objectives, with a focus on continuous improvement and best practice.

Technical Services provides discipline specific, applied knowledge and skill sets to support UWA's teaching and research goals in unison with our academic staff. This team of practitioners is focused on high performance outcomes, compliance and contributing to a pragmatic safety culture via the implementation of safe systems of work. The team operates across a broad portfolio including teaching, fieldwork support, laboratory management, instrument/equipment stewardship, research training/design/optimisation and analysis, program coordination, and workshop design, manufacture and repair.

This team underpins training and learning across the broad Field of Education of "Physical Sciences" and may include disciplines such as chemistry, physics, and engineering including the curation of associated resources. This team supports teaching both on and off campus which may include fieldwork.

Reporting structure

Reports to: Manager (Physical Sciences)

Your role

As the appointee you will, under general direction, provide a high level of discipline specific technical expertise and support to academics, technical staff and students with a variety of analytical and technical solutions used within computer science and software engineering teaching and research.

Your key responsibilities

Provide technical expertise in a variety of analytical and technical assignments relating to the IT platform and operating systems environment

Liaise with academic staff to assist with the planning, evaluation and design of teaching practicals and/or research projects

Liaise with University IT to ensure all systems, applications, and solutions are appropriate and compliant with University IT procedures and policies, as well as IT Architecture standards

Prepare and setup materials, models and environments, equipment and instrumentation

Develop, demonstrate and optimise use of software tools, and supervise others in the operation of specialist equipment and applications

Provide training and troubleshooting advice for staff and students with protocols, procedures,

techniques, methodologies and analytical techniques

Identify and evaluate new software tools, and deliver projects, including technical specifications, documentation and implementation

Coordinate with academic teaching, research and University IT staff to actively monitor, maintain and manage platforms and applications

Provide high-quality service to staff and students

Maintain compliance with security related policies and procedures while ensuring operational security awareness

Maintain accurate and detailed records of protocols, procedures, techniques, methodologies and datasets, with a defined and established systemic review process

Develop and implement localised safe systems of work, through the provision of safety training and authoritative advice in relation to the risk profile

Coordinate the maintenance and servicing program for equipment, instrumentation and materials in accordance with relevant policies, guidelines and procedures

Manage the procurement of small equipment, licenses and materials needed for teaching and research outcomes

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

Substantial relevant computing experience in standards, documentation, operations and technical maintenance of platforms and applications, in a diverse hosting environment including high availability configurations, orchestration, automation, performance analysis and recovery methods

Proven ability to implement policies and procedures to support teaching and research from a technical and scientific perspective

Highly developed experience with supporting applications across multiple desktop environments including Windows, Linux and Mac

Highly developed written and verbal communication skills

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

Highly developed analytical and problem-solving skills with the ability to interpret needs and recommend appropriate solutions within a changing environment

Ability to work independently, show initiative and work productively as part of a team

Ability to supervise staff

Special requirements (selection criteria)

Able to fit the physical requirements of the position

Some after-hours work may be required

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/