

## Position Description

### Technical Support Specialist

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<b>Position No:</b>	New
<b>Business Unit:</b>	Chief Operating Officer (COO)
<b>Division:</b>	Information Systems
<b>Department:</b>	Digital Workplace Services
<b>Classification Level:</b>	HE06
<b>Employment Type:</b>	Full-Time
<b>Campus Location:</b>	Melbourne, Bundoora
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The Technical Support Specialist is responsible for providing high-quality desktop and audiovisual (AV) support, managing teaching room technology, and assisting the customer support hub during peak periods.

This role involves hands-on troubleshooting of complex technical issues, implementing innovative solutions, and ensuring effective service delivery. The position requires a blend of technical expertise, strong problem-solving abilities, and a commitment to continuous improvement to meet the evolving needs of the University community.

Additionally, the Technical Support Specialist plays a key role in training and mentoring junior staff, contributing to a collaborative and skilled support team.

## **Key Duties & Accountabilities:**

### **Hands-on Technical Support:**

- Provide frontline technical support for desktop and AV equipment, including troubleshooting hardware, software, and network issues in real-time.
- Set up, maintain, and repair desktop computers, AV systems, and other end-user devices across campus locations.
- Assist with the installation, configuration, and upgrading of IT equipment, ensuring compliance with university standards and policies.

### **Teaching Room Technology Management:**

- Ensure all teaching room technology, including projectors, microphones, and interactive whiteboards, is fully operational and ready for use.
- Conduct regular checks and maintenance of teaching room equipment to prevent disruptions to classes and events.
- Provide on-the-spot technical assistance during lectures and presentations to resolve any AV issues promptly.

### **Customer Support and Engagement:**

- Serve as a primary point of contact for technical support inquiries, delivering excellent customer service and ensuring timely resolution of issues.
- Collaborate closely with the customer support hub during peak periods, providing additional capacity and expertise.
- Maintain clear and effective communication with end-users, keeping them informed of progress and ensuring their satisfaction with the support provided.

### **System Management:**

- Monitor system performance and implement improvements to enhance stability, security, and efficiency.
- Develop and document standard operating procedures for common technical tasks and troubleshooting steps.

### **Training and Knowledge Sharing:**

- Mentor junior technical support staff, providing guidance and support to develop their technical skills and knowledge.
- Create and maintain a knowledge base of common issues and solutions to aid in faster problem resolution.

### **Continuous Improvement and Innovation:**

- Identify opportunities for process improvement and automation to enhance service delivery and reduce repetitive manual tasks.
- Stay updated with the latest developments in IT support technologies and best practices, applying this knowledge to improve services.
- Participate in projects aimed at improving the overall IT support infrastructure and capabilities of the university.

### **Essential Criteria**

#### **Skills and knowledge required for the position**

- Extensive experience in desktop and AV support, with a strong understanding of teaching room technology and technical support best practices.
- Proficiency in troubleshooting and resolving complex technical issues related to hardware, software, and AV equipment.
- Knowledge of IT service management frameworks, such as ITIL, and familiarity with remote support tools and technologies.
- Degree with subsequent relevant experience to consolidate the theories and principles learned, or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge in an administrative field, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal and communication skills, with the ability to engage effectively with stakeholders at all levels and provide clear technical guidance.
- Strong organisational and time management skills, with the ability to manage multiple tasks and priorities effectively.
- Proven analytical and problem solving capability.

#### **Capabilities required to be successful in the position**

- **Technical Proficiency:** Strong technical expertise in desktop and AV support, with the ability to apply theoretical and technical knowledge to complex issues.
- **Problem-Solving Skills:** Strong analytical and problem-solving abilities to address technical issues and develop innovative solutions.
- **Customer Focus:** Commitment to delivering high-quality, customer-focused support services, with a proactive approach to understanding and meeting customer needs.
- **Continuous Improvement:** Strong commitment to continuous improvement, with the ability to monitor performance, identify areas for enhancement, and implement effective changes to service delivery.

### **Essential Compliance Requirements**

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### **Position Flexibility**

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

### La Trobe's Cultural Qualities:

#### WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

#### WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

#### WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

#### WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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Initials:                      Date: