



SERVICE DESK OFFICER

DEPARTMENT/UNIT	eSolutions
FACULTY/DIVISION	Chief Information Officer
CLASSIFICATION	HEW Level 5
WORK LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform in its role as a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: www.monash.edu/esolutions.

The IT Service Desk is responsible for providing high-quality tier one support services to the University's staff and students in conjunction with the IT Service Centres and other elements of eSolutions.

POSITION PURPOSE

The Service Desk Officer is a key part of a dynamic customer focused team of IT professionals providing a variety of front line tier one support services to its client base.

Reporting Line: The position reports to the Service Desk Manager, under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Resolve client problems, queries and complaints in an effective and timely manner
2. Monitor all problems reported to the IT Service Desk, ensuring prompt updates are provided to users regarding their cases

3. Log and maintain all problems accurately via the case management system
4. Provide advice and support in one or more specialised areas to clients and team members
5. Liaise with operators and suppliers regarding escalated problems, negotiating and advising on the progress of their action on assigned problems
6. Perform allocated IT tasks according to Service Level Agreements and the University's Standard Operating Environment (SOE), including hardware/software installations and upgrades and maintaining accurate log entries of faults and resolutions
7. Participate in regular and on-going training to ensure specialist body of knowledge remains current
8. Contribute to continuous improvement activities relating to the Service Desk to ensure consistent practices, procedures and advice to customers is followed

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A tertiary qualification in a relevant field; or
 - substantial relevant skills and work experience; and
 - ITIL Foundation certification; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Sound technical knowledge of desktop hardware and both standard and customised (in-house) software, and in-depth knowledge of the University's SOE
3. Sound analytical and problem solving skills
4. A demonstrated commitment to providing high levels of customer service
5. Demonstrated high-level organisational and time management skills, including the ability to set priorities, manage time, plan work to meet deadlines and work effectively under pressure
6. High-level communication skills, including the ability to interact with a diversity of colleagues and clients
7. Demonstrated ability to work as an effective member of a team and exercise independence, judgement and initiative

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- Participation in a shift roster may be required
- Overtime and out of hours work (including evenings, weekends and public holidays) may be required
- Customer surveys distributed to key clients will form part of the assessment of the incumbent's performance

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.