

POSITION DESCRIPTION UNIVERSITY OF TASMANIA



POSITION TITLE	Client Services Officer – Service Desk
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FACULTY/INSTITUTE/DIVISION	Division of the Chief Operating Officer
SCHOOL/SECTION	Information Technology Services
CAMPUS	Hobart
CLASSIFICATION	High Education Officer Level 5
DATE	March 2013

POSITION SUMMARY	
<p>The Service Delivery & Support (SD&S) portfolio within Information Technology Services (ITS) is responsible for the development, delivery, support and continuous improvement of a diverse range of information and communication technology (ICT) services at the University of Tasmania (UTAS).</p> <p>As a member of the Client Services team, the Client Services Officer is responsible for providing technical support and advice across a range of ICT services and facilities to UTAS.</p> <p>The incumbent is required to demonstrate a high level of customer service to meet the requirements of ICT service delivery at UTAS.</p>	

POSITION RELATIONSHIPS	
Supervisor	Team Leader, Service Desk
Direct reports	N/A
Other	Associate Director, Service Delivery & Support, ITS Management and staff, Other providers of technical support services throughout UTAS, all UTAS staff and students, contractors and consultants

KEY ACCOUNTABILITIES AND OUTCOMES

1.	Provide technical and general advice in the delivery and support of a range of high-quality ICT services within ITS and/or an administrative hub.
2.	Configure, install and support technology (e.g. corporate computers, computer operating systems, networks) in accordance with established ITS standards.
3.	Liaise with technical support staff to resolve problems and, where necessary, following up to ensure problem resolution.
4.	Provide localised support through recognised support structures in the areas of learning technology (e.g. videoconference, audiovisual, lecture recording, computers).
5.	Develop and maintain procedural documentation through the ITS knowledge base and website.
6.	Provide support to project and working groups to facilitate the successful completion of projects and participate in user group meetings and demonstrations of various types of systems and software.

DECISION MAKING AUTHORITY/LEVEL OF RESPONSIBILITY

Tasks to be undertaken under the general direction of the position supervisor with routine supervision as necessary.

The incumbent will exercise initiative in completing the required activities within the scope of established policies, procedures, guidelines and work practices.

POSITION CRITERIA

Essential Requirements

1. A tertiary qualification in computing or a related field or an equivalent combination of relevant experience and/or education/training.
2. Good written and verbal communication skills with demonstrated ability to produce quality procedural and support documentation.
3. Ability to work with limited supervision and as part of a team and to manage workload and priorities.
4. Demonstrated commitment to customer service and a professional approach to providing technical support and advice.
5. Good interpersonal skills and a strong customer service focus.
6. Demonstrated problem-solving ability in a technology based environment.
7. Experience in technology support for a large networked environment including software/hardware support and troubleshooting (audiovisual, videoconference equipment, networking and/or computer operating systems).
8. Knowledge of current developments in technology.

Desirable Attributes

1. Knowledge of the University environment.
2. Experience in application and/or server management.
3. Knowledge of mobile platforms.

WORKPLACE HEALTH AND SAFETY

- All staff will assist the University to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations and develop safe work procedures.
- All supervising staff are required to implement and maintain the University's WHS Management System in areas under their control, ensuring compliance with legislative requirements and established Policies, Procedures and Guidelines and, provide the appropriate information, instruction, training and supervision.
- Staff will inform their supervisor of any unsafe working practices or hazardous working conditions

UTAS STATEMENT OF VALUES



We subscribe to the fundamental values of honesty, integrity, responsibility, trust and trustworthiness, respect and self-respect, and fairness and justice. We bring these values to life by our individual and collective commitment to:

- * Creating and serving shared purpose
- * Nurturing a vital and sustainable community
- * Focusing on opportunity
- * Working from the strength diversity brings
- * Collaborating in ways that help us be the best we can