



POSITION DESCRIPTION

## **Network Support Officer**

October 2024

UNIVERSITY of   
**TASMANIA**

## Position Summary

College / Division	Division of Student Services and Operations
School / Section	Information Technology Services
Location	Hobart
Classification	HEO Level 5
Reports to	Manager, Enterprise Services and Networks
Direct reports	0
Delegation level	No Delegation

## Position Overview

We are seeking to appoint a Network Support Officer within Information Technology Services (ITS) which is in the Division of Student Services and Operations.

The Network Support Officer supports the operation of University Network ICT systems, including servers and operating and communications systems. The Networks Support Officer must have an understanding of data network protocols and their application to deploy and troubleshoot data network infrastructure.

The role requires performing network support duties for nominated ICT systems, including planning and coordination, documentation management and problem diagnosis. The position is required to provide a level of interaction and liaison with various support groups within the University.

## About the University of Tasmania

Welcome to the University of Tasmania, your island campus 1,270 million years in the making. This is heightened education at a slower pace of life. A place that attracts the highest percentage of scientists per capita in the world. Home to towering temperate rainforests, 60,000 years of human knowledge and underground cultural experiences of legend. Take your time to breathe it all in.

Our journey began in 1890, with a seed of academic excellence sown on our island. We inspire and encourage people to flourish and thrive. Our unique circumstances have made us resilient, transforming us into creative problem solvers. Our success is a testament to our quiet determination and adaptability.

We are more than just a place of learning. We are a catalyst for economic growth, a beacon for literacy, a champion for health and a guardian of our environment. We generate powerful ideas for and from Tasmania. We invite inquiring minds, from near and far, to join us in our pursuit of the extraordinary.

## Accountabilities and outcomes

### Purpose

- The core purpose of this position is to support and maintain the wired and wireless networks across the University's diverse campuses, allowing students, staff, and the wider society to collaborate using IT systems.

### Key Outcomes

- Install and commission nominated ICT systems in accordance with ITS standards and procedures
- Monitor the operations of all nominated ICT systems. This includes working independently and collaboratively with other team members and other ITS teams to troubleshoot and resolve related issues
- Provide technical advice, support and consultation on issues relating to nominated ICT technologies
- Maintain and develop effective documentation for nominated ICT systems.
- Undertake other duties commensurate with HEO level and participate in projects as required.

### Behavioural Expectations

We aim for everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

## Success profile

### Personal Attributes

- **Detail Oriented:** Produces high quality work through attention to detail, checking for errors and following procedures to finish tasks within specified timescales.
- **Communicative:** Enjoys articulating information and giving presentations. Shape's opinion through influencing skills while challenging established views and assumptions.
- **Investigative:** Readily takes up opportunities to learn and acquire new skills and can identify issues and make intuitive judgements.
- **Driven:** Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.

## Core Capabilities

- **Self Awareness and Interpersonal Skills:** Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
- **Student Focus:** Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- **Continuous Improvement:** Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.

## Role Specific Skills, Knowledge and Experience

- A tertiary qualification in computing or relevant field or experience in the ICT support environment or an equivalent combination of relevant experience and/or education.
- Demonstrated knowledge and experience with network support.
- Demonstrated capacity to manage work priorities and meet deadlines successfully.
- High level verbal and written communication, and interpersonal, consultation and negotiating skills with a client service orientation.
- An ability to work with a degree of autonomy within a team.

## Qualifications and Licences

- A relevant degree qualification, or relevant Advanced Diploma with at least 1 years subsequent relevant work experience, or relevant Diploma with at least 2 years subsequent relevant work experience, or a Certificate IV with extensive relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- Current 'C' class driver's license or manual vehicle license.

## Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

As part of our commitment to a safe and inclusive workplace, employment history and criminal background checks may be conducted as part of the selection process.

Regular intrastate travel to our Tasmanian campuses

Visiting and working in the field in remote locations

Undertaking manual handling and heaving lifting of objects >10kg



## Learn more

Visit our website to read more, watch videos, and discover your future with the University of Tasmania.



[utas.edu.au](https://utas.edu.au)

CRICOS Provider Code 00586B/OOM0610043

The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position