

 **Position Description**

 **Position Title:** Support Analyst

 **Position Classification:** Level 5 (Dual classification)

 **Position Number:** 318010, 318121

 **Faculty/Office:** University IT

 **School/Division:** Enterprise Applications

 **Centre/Section:**

 **Supervisor Title:** Manager, Solutions

 **Supervisor Position Number:** 317954, 318076

**Your work area**

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

**Reporting structure**

Reports To: Manager, Solutions

**Your role**

As the appointee you will, under limited direction, be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also provide implementation services and for the investigation and resolution of system-related issues raised by University staff.

**Your key responsibilities**

As a point of contact for staff, troubleshoot and resolve system-related issues, and escalate issues to the appropriate team or vendor as required, to ensure timely resolution.

Resolve requests, incidents and problems on behalf of users in a timely manner, and in line with the agreed service levels.

Adopt the appropriate support processes to ensure efficient and effective delivery of services and support.

Provide necessary ongoing maintenance and management of University systems, including but not limited to testing of system upgrades, backup and archival of user data, and maintenance of various University system integrations.

Provide support in the timely preparation of the system environments to support UWA’s business requirements.

Document support cases, corrective actions, and ensure the technical knowledge base is kept up to date.

Contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility.

Other duties as directed.

**Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency

ITIL certification or experience in ITIL processes is desirable

Considerable relevent experience in a customer service role with a strong service ethic and a mature approach to work

Experience in providing application-level technical support to customers

Experience in administering and maintaining systems, including exposure to management, integration, backup procedures and systems testing

Well-developed written and verbal communications skills

Well-developed organisational skills and ability to set priorities and to meet deadlines

Proficiency in a range of contemporary computing platforms, operating systems, applications and systems, including those typical to the higher education sector

Analytical and problem solving skills

Ability to work independently and work effectively in a team environment

Ability to communicate, build positive stakeholder relationships whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is desirable

Commitment to providing a high level of quality customer service

**Special requirements (selection criteria)**

After hours work as required

Some travel may be required, including interstate

**Compliance**

Workplace Health & Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements. Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Inclusion & Diversity

All staff members are required to comply with the University’s Code of Ethics, Code of Conduct and Inclusion and Diversity principles. Details of the University policies on these can be accessed at <http://www.hr.uwa.edu.au/policies/policies/conduct/code>, <http://www.web.uwa.edu.au/inclusion-diversity>.



 **Position Description**

 **Position Title:** Support Analyst

 **Position Classification:** Level 6 (Dual classification)

 **Position Number:** 318010, 318121

 **Faculty/Office:** University IT

 **School/Division:** Enterprise Applications

 **Centre/Section:**

 **Supervisor Title:** Manager, Solutions

 **Supervisor Position Number:** 317954, 318076

**Your work area**

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

**Reporting structure**

Reports To: Manager, Solutions

**Your role**

As the appointee you will, under limited direction, be responsible for resolving requests, problems and incidents in line with the agreed service levels for existing solutions. You will also provide implementation services and for the investigation and resolution of system-related issues raised by University staff.

**Your key responsibilities**

As a point of contact for staff, provide highly technical specialised support to troubleshoot and resolve system issues, and escalate issues to the appropriate team or vendor as required, to ensure timely resolution.

Resolve requests, incidents and problems on behalf of users in a timely manner, and in line with the agreed service levels.

Adopt the appropriate support processes to ensure efficient and effective delivery of services and support.

Provide necessary ongoing maintenance and management of University systems, including but not limited to testing of system upgrades, backup and archival of user data, and maintenance of various University system integrations.

Provide support in the timely preparation of the system environments to support UWA’s business requirements.

Document support cases, corrective actions, and ensure the technical knowledge base is kept up to date.

Contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility.

Other duties as directed.

**Your specific work capabilities (selection criteria)**

Relevant tertiary qualificationor demonstrated equivalent competency

ITIL certification or experience in ITIL processes is essential

Substantial relevent experience in a customer service role with a strong service ethic and a mature approach to work

Demonstrated experience in providing application-level technical support to customers

Demonstrated experience in administering and maintaining business systems, including exposure to management, integration, backup procedures and systems testing

Highly developed written and verbal communications skills

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

Proficiency in a range of contemporary computing platforms, operating systems, applications and systems, including those typical to the higher education sector

Demonstrated Analytical and Problem Solving Skills

Ability to work independently, show initiative and work effectively in a team environment

Ability to communicate, build positive stakeholder relationships whilst always remaining fully customer focused

Working knowledge of the Higher Education sector

Commitment to providing a high level of quality customer service

**Special requirements (selection criteria)**

After hours work as required

Some travel may be required, including interstate

**Compliance**

Workplace Health & Safety

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