Infrastructure Services
University Services

Support Centre – Consultant

POSITION NUMBER	0046135
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 5 - $68,892- $79,130 per annum
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Andreas Dellidis Email dellidis@unimelb.edu.au

For information about working for the University of Melbourne, visit our website:
http://about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide- range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at http://about.unimelb.edu.au/strategy-and-leadership

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem- solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

Client Services has a passion for research, teaching, learning and engagement, and always acts in the best interests of the University.

ABOUT THE ROLE

Position Purpose:

The role is responsible for providing hands-on support in responding to and resolving incidents and service requests and escalate as required to ensure business continuity and a high degree of client satisfaction. The role will be a source of technical knowledge and will apply standard technical training and experience to solve day to day problems.

Reporting to a Support Centre Team Leader, the Support Centre Consultant will deliver customer service excellence by assisting the team in ensuring that all Performance levels and KPI's are met. The position will work closely with colleagues within the Support Centre and across University Services in order to ensure the high quality and timely delivery of Support Centre services.

Reporting line: Support Centre Team Leader

No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: University wide – all campuses and subsidiaries

OH&S and compliance:

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

1. Provide technical support and troubleshooting at an advanced level (Collaborative and Presentation Technologies, Information Technology and Facility related infrastructure) to academic and professional staff, students and external stakeholders via multiple support channels (e.g. face to face, phone, remote support) for any incidents or requests received by the Support Centre.

2. Contribute to the Support Centre operations and support service with an emphasis upon responsiveness, adherence to team workflow and functions, delivery of client focused outcomes, continuous service effectiveness, and sustaining clear and timely communications with clients and team members

3. Efficient and accurate ticket management for all jobs assigned to you or received directly from a customer. This includes diagnosis, resolution and escalations of all support tickets you encounter.

4. Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction. Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organization's broader objectives.

5. Actively contribute to the maintenance of Infrastructure Services Knowledge bases for support staff and end users by consistently providing high quality feedback, updates and new articles in a KCS knowledge environment.

6. Continuously develop professional knowledge and skills, keeping up to date with new advances relevant to the role and the organization's broader objectives.

7. Ensure the delivery of high quality services in collaboration with all areas of University Services and, where necessary, ensuring the effective resolution of service issues as they arise by hands on involvement to achieve a satisfactory resolution for the Client.

8. Provide basic training, induction and advice to Clients in the use of technologies across multiple environments including; the Digital Workspace and Teaching, Learning and Collaborative Spaces on request.

Domain Specific Support:

The Senior Consultant is expected to have subject matter expertise in at least one of the domains listed below, as well as the ability to provide level one support in one or more of the other areas. Consultants will also provide relief support for other domains and may be required to change primary domain focus to sustain business continuity

The domains currently supported are:

1. Workspace Computing: Supporting the infrastructure that is required for a client to perform their office work efficiently. This includes support for computers, tablets, phones, desks.
    1. Carry out key activities identified in technology lifecycles as required (computer deployments, Network patching, software installations, phone setups, troubleshooting a support)
    2. Provide support in the management of student computing facilities including computer labs and public access devices
    3. Provide support for the daily operation of the University Digital signage solution
    4. Proactively respond to events triggered by the Support Centre monitoring systems (LabStats, Cylance, ServiceNow)

2. Service Quality and Assurance: Monitoring, reporting and managing the processes that underpin the services supported by University Services. Key activities include;
    1. Efficient and accurate queue and ticket management for all tickets assigned to the domains listed in the Support Centre. This includes initial diagnosis, classification, prioritization and action of all support tickets you encounter.
    2. Utilization of the demand management process
    3. Reporting and coordinating improvement initiatives for Support Centre functions

3. Teaching, Learning and Collaborative Spaces: Supporting the Teaching and Learning spaces via immediate response for issues pertaining to audio visual, lighting and related IT equipment within supported spaces and includes the ongoing maintenance and proactive support of each space. Key activities include;
    1. Support preventative maintenance activities in teaching, learning and collaborative spaces
    2. Provide frontline operational management support of Teaching, Learning and Collaborative spaces (including computer labs) located across University campuses
    3. Support the proactive and reactive maintenance and management of spaces as required
    4. Support for the deployment of updated computer images in to labs and teaching IT hardware
    5. Proactively responding to events triggered from teaching space monitoring tools such as Labstats
    6. Provide physical access to teaching, Learning and Collaboration facilities as required

4. Logistics: Provide support and coordination of activities that involve the setup, relocation or decanting of spaces for staff and events. Key activities include:
    1. Setup and support of events across the university and at other venues as required
    2. Support the technical rollout of infrastructure as part of the Logistics team

5. Research Computing: Provide support and consultation for Research teams and projects that require technical support. Key activities include
    1. Support for Instrumentation devices that utilise IT hardware across the University
    2. Access to sensitive areas across the university including PC2 labs, animal houses and clinics
    3. Onsite support for clinic IT Infrastructure

6. Halls: Provide Support and assistance to clients associated with the venues and event bookings. Key activities include;
    1. Coordinate and manage staffing to prepare halls and university spaces for examinations, conferring, graduations and other events and provide site visits with external hirers
    2. An excellent knowledge of University venues, spaces and infrastructure.
    3. Prepare venues for events, including organising other facilities, cleaning and security staff and contractors and be available to address any issues including OH&S, Security, and environmental issues.
    4. Manage all infrastructure aspects, which may include furniture, equipment, lighting levels and essential maintenance, of the Halls
    5. Provide general facilities support for hirers of university spaces associated with the venue, which may include the provisions of heating/cooling systems or lift programming; ensuring internal access to the venue or external building access outside of programmed building hours; porterage/moving or provision of furniture (such as trestle tables, stackable chairs, panel chairs) and other equipment (additional microphone, banners, AV equipment).
    6. Provide dedicated event support for events as required, which may include at venues not located at Parkville campus.
    7. Provide basic on-site technical support and troubleshooting for presentation and collaboration technologies including touch panel WiFi connectivity resets, general display issues between computers and projectors, login issues (Window & OSX) and basic network trouble shooting and resetting of equipment.

Selection Criteria:

Education/Qualifications
    1. The appointee will have a minimum of a Certificate IV and extensive relevant work experience or a formal qualification in a relevant discipline and/or and equivalent mix of education and relevant experience.
    2. Experience in Enterprise Service Management processes to ensure quality services are delivered to clients within a timely manner.
    3. Experience in a services operations environment within a large complex organisation and a multi-sourced services environment.
    4. The appointee will have current First Aid Level 2 and CPR certification.

Knowledge and skills:

1. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.

2. Broad Technical knowledge, proficiency and experience in a range of technologies that support the operation, and maintenance of Information Technology, Audio Visual and Facility equipment in the Digital Workspace and Teaching, Learning and Collaborative environments

3. Technical and operational knowledge that supports the development, installation, operation, or maintenance of your nominated disciplines(s).

4. A strong client focus with excellent customer service skills and strong interpersonal skills with the proven ability to deliver excellent client focused support via various communications channels including; email, face to face, phone and other IT systems.

5. Demonstrated ability to work independently as well as in a team maintaining positive working relationships, showing high emotional intelligence and self-awareness and prioritise workloads to ensure timely and satisfactory completion of tasks that is empathetic to customer needs.

6. Developing ability to share information readily and engage with other support staff, delivering knowledge via a KCS methodology when contributing to the various knowledge bases of Infrastructure Services.

Other job-related information:

1. May be required to undertake flexible working hours to accommodate the teams' service coverage hours, shift roster and work flexible hours, including after hours and weekend work (with a minimum of three working days' notice) and the academic calendar and teaching semesters, http://www.unimelb.edu.au/unisec/PDates/

2. The position requires lifting of up to 15 kilograms of equipment or furniture on an occasional basis.

3. A current and valid Victorian drivers license for travel to other campuses or venues, as required.

4. Maybe scheduled to provide support for dedicated events booked by Venue Management.

5. Required to wear and maintain a uniform.

6. The role will be required to highly mobile with a reliance on mobile technologies to manage their daily activities.