LEARNING HUB SUPPORT SPECIALIST

SCHOOL/UNIT	Facilities Management
SUB-UNIT	Planning and Learning Technologies
CLASSIFICATION	HEW Level 5
WORK LOCATION	Main campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 42nd globally in the QS World University Rankings and 54th in the Times Higher Education World University Rankings in 2024, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. More than 9,700 students representing approximately 77 nationalities are currently enrolled at Monash Malaysia, and they enjoy a quality study experience supported by committed staff members. We place a strong emphasis on student experience and strive to produce graduates who can lead and contribute to their local and regional communities. Our graduates can be found in positions of importance all over the world. Since welcoming our first cohort of 417 students, we have graduated more than 27,500 students, including 800 PhDs.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences, pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of

internationally-recognised degrees for a changing world. We invest in constantly upgrading our facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our research projects and researchers are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of world-class infrastructure and services to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, one of the region's industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

For further information, please visit www.monash.edu.my.

Facilities Management

The Facilities Management Unit (FM) is responsible for the management and development of the University's built facilities (infrastructure and physical assets) as well as providing support services that facilitates the University's core business operations (in alignment with the Campus Operational Plan). The Unit manages the planning and delivery of teaching and learning support, building maintenance, major and minor project works, space, food and beverage (F&B), cleaning, environment (including waste, recycling and landscape), fleet, mail and printing services.

The Unit also ensures high level of support services is provided to both staff and students in the upkeep and maintenance of the University's asset, to promote and foster a world class student experience, setting stage to a contemporary and sustainable learning and research environment at all the three locations of Monash University Malaysia (Main Campus in Sunway City, Clinical School in Johor Bahru and SEACO in Segamat).

POSITION PURPOSE

The Learning Hub Support Specialist is responsible for ensuring that the day-to-day activities of all learning spaces, meeting rooms, and video conferencing spaces run smoothly. The incumbent will be well versed in audio-visual technology and have a good level of networking and problem solving skills.

The incumbent is expected to be able to identify and solve any problems related to learning spaces, meeting rooms, and video conferencing spaces, escalating issues if necessary. The incumbent is required to continuously handle support tickets as well as perform preventive maintenance on all these spaces.

The incumbent will also assist the FM operations team, providing secondary business support for other FM services through the FM helpdesk. The incumbent will also be assisting with the administration of purchase requisitions and purchase orders through the procurement system.

The Learning Hub Support Specialist is expected to offer advice and recommendations on AV solutions, identifying opportunities, risks, and issues before they occur. This position requires a strong understanding of technology and effective communication skills.

Reporting line: The position reports to the Learning Hub Services Lead under general direction.

Supervisory responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Perform on-site and/or remote analysis, diagnosis, and resolution of audio visual technology related problems for end users, recommending and implementing corrective solutions as required.
2. Ensure timely resolution of support tickets, adhering to escalation procedures, while providing secondary business support for other FM services through the FM Helpdesk, meeting all service level agreements.
3. Plan and perform preventive maintenance activities on all learning spaces, meeting rooms, and video conferencing systems, including recommending and seeking replacements if necessary.
4. Administer Campus Infrastructure and Technology Services (CIATS) purchase requisitions through the procurement system and process purchase order closure for goods and services.
5. Offer advice and recommendations on AV solutions, as well as highlighting risks, issues, and opportunities for improvement should they arise.

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - A relevant tertiary qualification with subsequent relevant experience; or
   - Extensive experience or specialist expertise in the audio visual field; or
   - An equivalent combination of relevant experience and/or education/training

Knowledge and Skills
2. Ability to communicate effectively (orally and in writing) consistent with the requirements of the role and excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines.
3. Demonstrated ability to remain calm, prioritise requests and solve enquiries in a quick and efficient manner.
4. Proven skills and experience in problem solving with a high level of initiative, proven ability to investigate and undertake tasks with minimum supervision or direction, and a commitment to excellence in customer service.
5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, collaboration, judgement and initiative.

6. Familiarity with a wide-range of networking and audio-visual systems and solutions from key providers such as Crestron, Cisco, Polycom, Extron etc.
7. Proficiency and basic server administration skills in the Microsoft Windows operating environment and basic knowledge in non-Windows operating environments such as Linux and MacOS as well as hardware, which may include tablets and phones. Good working knowledge of networks including wireless technology is beneficial.
8. Highly developed computer literacy, including experience using business software such as Microsoft Office, Google Suite, and Asana.

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required.
- There may be a requirement to work additional hours from time to time. This may include weekends and public holidays.
- There may be peak periods of work during which taking of leave may be restricted.
- On-call support may be required.

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; Personal Data Protection; Research Conduct; and Staff/Student Relationships.