Position Title	Senior IT Analyst
Classification	Level 7
School/Division	University IT
Centre/Section	IT Service Delivery
Supervisor Title	Lead (IT Support)
Supervisor Position Number	FSR
Position Number	FSR 322344 / 322345

Your work area

WA 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: Lead (ITAM & Local Apps)

Your role

As the appointee you will work independently and be responsible for delivering IT Support to end-users in line with IT Service Level Agreements and ensuring customer satisfaction. You will provide IT support for commonly used computing platforms including desktops, laptops, mobile devices, AV/video conferencing equipment and peripherals, software packages and operating systems.

You will also provide support for specialised, bespoke teaching and research solutions and design/implement new systems in accordance with appropriate build guidelines and processes. You will work proactively to identify problem candidates, perform root cause analysis (RCA), develop checklists and documentation for known problems and make recommendations for problem prevention.

Your key responsibilities

Provide desktop IT Support to users of Apple and Windows PCs and supported mobile devices.

Administer and monitor Linux and Apple servers ensuring maximum availability and performance.

With the Perkins Building IT Manager, administer and monitor the network hardware, access and distribution layer within the Institute

Document all aspects of the systems and services, backup and disaster recovery procedures

Develop and manage the IT budget; manage the IT procurement cycle from purchase to disposal and manage the asset database.

Manage procurement of software and a software asset database.

Maintain knowledge of industry trends

Identify needs within the Institute and in consultation with other IT Unit staff proactively and strategically plan, develop and deliver services as appropriateManage user and computer accounts on the servers

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualifications in Science/IT, or considerable relevant experience in a similar role

Server systems administration skills in Apple and Linux server operating systems, and experience in LAN/WAN network administration, design and deployment.

Ability to work effectively and proactively under broad direction using both set procedures and personal initiative.

Demonstrable experience in the configuration, deployment and management of Windows and Apple client OSes, and in SOE/MOE development.

Demonstrated ability to negotiate and solve complex software, hardware and networking problems across organisational boundaries

Analytical problem solving skills and the ability to achieve solutions in a reasonable timeframe

Demonstrable experience in a customer service role

Excellent written and interpersonal communications skills

Proven ability to work independently and effectively in a team, showing initiative and leadership

Highly focused on effective service provision to research and support teams

Special requirements (selection criteria)

Occasional weekend work

Some after-hours work may be required

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct hr.uwa.edu.au/policies/policies/conduct/code/conduct

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing safety.uwa.edu.au/