POSITION DESCRIPTION

Position Title	Technology Support Officer (NSW)		
Organisational Unit	Information Technology		
Functional Unit	Campus Services		
Nominated Supervisor	National Manager, Campus Services		
Classification	HEW 5		
CDF Level	CDF1	**Position Number**	10613009
Attendance Type	Full Time	**Date reviewed**	12-SEP-2025

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor - Catholic Mission
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

ABOUT INFORMATION TECHNOLOGY

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate's core purpose is to deliver and manage the technology capabilities required to enable learning, teaching, research and business support functions across ACU to achieve their strategic and operational objectives and to foster a culture of digital innovation that enables the advancement of ACU's offer and execution, student experiences, and its industry partnerships.

The Information Technology Directorate is led by the Chief Information and Digital Officer (CIDO) and a leadership team of five direct reports, each representing distinct areas of focus required to realise its purpose, namely, Enterprise Capabilities, Data Excellence, Cyber Security, Service Delivery, and Digital Innovation & Change.

ABOUT CAMPUS SERVICES

Campus Services provides a high level of IT support to ACU staff and students both remotely and on-campus, with a focus on on-campus support.

POSITION PURPOSE

Under the broad direction of the National Manager, Campus Services or National Manager, Technology Services the position holder will deliver a client focused experience using service management tools, processes, and reporting, to support the University community and audio-visual enabled spaces. The primary focus of the role is the remote day-to-day support of technology and IT services used by staff, students and University visitors that form part of the ACU Information Technology environment. This position requires highly effective communication skills to understand technical problems or requests and have specialist technical knowledge and skills to triage and resolve service requests and provide advice and solutions. The position requires working rostered hours which may include after hours and nominated weekend support.

This is a floating role supporting our North Sydney, Strathfield and Blacktown campuses on an ad-hoc scheduled basis. You will be required to work primarily at the North Sydney campus, but with days scheduled as required to cover operations needs on the other two campuses.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU's Vision 2033
- Catholic Identity and Mission
- Code of Conduct for all staff
- ACU Capability Development Framework
- ACU Staff Enterprise Agreement 2022-2025
- ACU Staff Reconciliation Action Plan

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	**Scope**
Receive, manage, and triage service requests, prioritise and resolution of requests that relate to IT hardware, software, and associated services. Provide technical assistance, advice, and training to staff, students, projects, and visitors seeking assistance with IT and AV technology matters through prompt research, investigation, response, feedback, escalation, and resolution to customers.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
As part of the ongoing improvement program perform tasks such as, the assessment of user requirements, planning, hardware and software configuration, testing and installation, and review current processes and activities to identify emerging trends and adapt new technologies to improve the staff and student learning, teaching and research experience.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Engage in the provision of a quality IT teaching, learning and research environments. Monitor and actively balance workload and response times for incidents, requests and problems to meet service level requirements.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide remote monitoring of networks, audio visual, systems, applications, and services and work closely with all IT teams to provide basic system administration of services, and detect, identify, resolve and/or coordinate incident resolutions.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Support the use of current Microsoft 365 applications and services, collaboration, and conferencing technologies, mobile and BYOD Technologies, Apple technologies, learning and teaching technologies, and MFD's.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
Observe Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Engage in self-development and learning to remain current and knowledgeable of the ACU IT Environment through proactive research via assessment and analysis of user requirements, responses and feedback and industry trends.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Develop or contribute to the development and review of policies, procedures, and processes to support the efficient use and implementation of both minor and major enterprise applications at ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Ensure team members fulfil their responsibilities as members of the IT Directorate, including providing excellent customer service, contributing materials for ACU's knowledge base for continuous service improvement, and staying up to date and complying with organisation Cyber Security policies.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Information Technology/Computer Science or specific degree qualification and/or completion of an associate diploma with relevant IT experience; or an equivalent combination of relevant IT experience and/or IT education/training. • Skill - Highly effective verbal and written communication skills, exceptional phone manner and demonstrated ability to articulate concepts and ideas and to operate and contribute within a team environment. • Experience - Demonstrated ability to work effectively with minimum supervision and in a team environment; demonstrated flexibility and an ability to work in a changing service environment; demonstrated initiative and motivation to achieve specified goals. • Experience - A strong technology service provision

	background with experience in delivering a client focused service with varying levels of technological experience. • Experience - Detailed knowledge and experience of current Microsoft Windows operating systems, Microsoft 365 Services, PC and Apple technologies; Audio Visual Services; Video Conferencing Technologies; print and imaging; and Mobile Technologies.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Display openness and resilience, inspire others to change and act to make change happen with ACU's strategic goals and Mission at the heart of all outcomes. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure

