

POSITION DESCRIPTION

Position Title	Technology Support Officer (Ballarat)		
Organisational Unit	Information Technology		
Functional Unit	Technology Services		
Nominated Supervisor	National Manager, Technology Services		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10607158
Attendance Type	Full Time	Date reviewed	06-MAY-2024

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.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

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. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

ABOUT INFORMATION TECHNOLOGY

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate is a strategic partner in delivering technology enabled change and excellent IT services to support learning, teaching, research and business functions across ACU.

The Information Technology Directorate is led by the Chief Information Officer (CIO) and three Associate Directors. The CIO is responsible for overall strategic planning and governance, while the Associate Directors are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise of Cyber Security, Enterprise Services, and Client Services.

ABOUT TECHNOLOGY SERVICES

Technology Services provides a high-level of IT support to ACU staff and students both remotely and on-campus, with an additional focus on specialist remote 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.

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](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence and Academic Career Pathways.
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) in particular is important in understanding 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
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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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>

