POSITION SUMMARY
To provide technical and client support to ensure the effective use of IT systems and services for teaching, research and administration within the School in a professional and flexible way that adjusts to a changing IT environment.

This position acts as an interface between the learning, teaching and research activities of various end users and the Faculty/University computing environment.

ORGANISATIONAL ENVIRONMENT
Overview of the Faculty/School/Divisional Work Unit
The School of Computer Science and Engineering is the pre-eminent school of computing studies in Australia. The nature of teaching and research in CSE makes particular demands on the IT infrastructure and systems in place and on the skills required to support those activities.

The School is one of the largest Schools in Engineering and has most complex integrated IT environment on campus.

Statistics
- The total value of IT assets in the School is approximately $2,000,000; with approximately $400,000 spent each year maintaining and enhancing it.
- IT operations are in 4 buildings with 17 laboratories and over 800 workstations and servers.
- IT support is provided on 4 different computing platforms with a 24×7 availability.
- The total client population is approximately 3,000 people; of whom 2,500 are students enrolled in CS&E courses and programs, 44 are academic staff, 27 are support staff and 205 are postgraduate research students.
- The position is a member of a group of 9.5 full-time equivalent staff.
Reporting Relationships
This position reports to the School’s IT Manager.
This position does not normally supervise other staff, but may supervise the work of less experienced Computing Support Officers on ad-hoc projects.

KEY DUTIES & RESPONSIBILITIES

Level 5
- Respond to requests for computing support from clients of the School’s IT services and systems. When issues cannot be resolved, report this to team leaders.
- Monitor the operation of the School’s IT systems. Take or recommend remedial action where appropriate.
- Contribute to the implementation of new computing systems.
- Install software packages from external sources.
- Configure and install new computing hardware.
- Advise and instruct clients in the use of the School’s IT services and systems.
- Prepare documentation regarding the School’s IT services and systems.
- Cooperate with all health and safety policies and procedures of the University. Take all reasonable care to ensure that actions or omissions do not impact on the health and safety of others in the University.

Level 6
In addition to Level 5 duties:
- Develop appropriate solutions to problems that are encountered when providing computing support to clients of the School’s IT services and systems. Discuss these solutions with team leaders.
Advise CSE staff and researchers on the use of IT services and systems to better address their requirements.

Collaborate with CSE staff and researchers to find or develop new solutions to resolve specific problems.

Contribute to the design of new computing systems.

Install and make extensive customisations of software packages from external sources.

Provide technical assistance to other computer support staff, in particular to staff at a more junior level.

Administer, enhance, maintain and deploy the desktop environment within the integrated computing environment of the Faculty/University.

Manage the relevant computer account life-cycle and associated rights via the tool-set provided by the Faculty and or University.

Be familiar with the School's teaching and research applications.

Contribute to the development of IT in the Unit by providing advice on anticipated IT developments and new products that would be suitable for the Unit.

SELECTION CRITERIA

Level 5

- A degree in Computer Science or similar discipline or equivalent experience.
- An understanding of fundamental computer system technologies.
- A background in applications, development or administration on Linux/Unix, Windows or Macintosh systems.
- A demonstrated ability to solve problems in complex systems.
- Good spoken and written communication skills.
- Good interpersonal skills and ability to deal with difficult people.
- The ability to work effectively in a team.
- A knowledge and appreciation of EEO/AA principles.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Level 6

In addition to the level 5 criteria:

- Extensive experience (at least 3 years) in computer system development or administration.
- Experience in troubleshooting complex, heterogeneous systems with proven diagnostic skills and ability to solve technical and software problems.
- Experience in user support.
- A demonstrated ability to construct non-trivial software systems.
- A good understanding of fundamental computer system technologies such as network protocols, network services, file systems, account management, processes, and time sharing.
- Proven ability to adapt to new technologies within a computing environment.
- Ability to work independently.
PROGRESSION STATEMENT
The incumbent will normally be expected to have reached the top step of level 5 prior to progression to level 6. Criteria for progression to level 6 will be based on satisfactory performance of all duties and accountabilities at level 5 and a demonstrated capacity to take on the duties and accountabilities of the position at level 6.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.