

# Position Description

Faculty of Architecture  
The University of Melbourne



## STUDENT IT SERVICES SUPPORT ASSISTANT

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<b>Position No:</b>	Casual
<b>Organisation Unit:</b>	Business Services, Information Technology
<b>Budget Division:</b>	Faculty of Architecture Building and Planning
<b>Classification:</b>	HEW 2 Casual
<b>Salary:</b>	\$25.18 per hour
<b>Superannuation:</b>	Employer superannuation contributions of 9% will apply in most circumstances in accordance with the University of Melbourne Enterprise Bargaining Agreement.
<b>Employment Type:</b>	Casual
<b>Other Benefits:</b>	<a href="http://www.hr.unimelb.edu.au/careers/info/benefits">www.hr.unimelb.edu.au/careers/info/benefits</a>
<b>Current Occupant:</b>	Vacant
<b>How to Apply</b>	To submit your application, you must access the online advertisement at: <a href="http://www.jobs.unimelb.edu.au">www.jobs.unimelb.edu.au</a> by using the above position number or title as the keyword in the Job Search screen
<b>For enquiries only contact:</b>	Mr Stephen Sibanda, IT Manager, tel. +61 3 8344 3016, email <a href="mailto:sibandas@unimelb.edu.au">sibandas@unimelb.edu.au</a>
<b>Closing Date:</b>	By Application to the IT Manager

## **1 Position Summary**

The Student IT Services Support Officer provides technical assistance, hardware support and basic advisory services to a range of students, primarily focussed around the Faculty's large format print services and a recently initiated project to deliver architectural software packages to student laptops.

## **2 Selection Criteria**

### **2.1 Essential**

- Demonstrated computer literacy in the operation of operating systems, the installation of software packages and the maintenance and alteration of output device properties
- Demonstrated ability to develop effective working relationships with colleagues
- Capacity to deal effectively with a range of people in a courteous, respectful, timely and empathetic manner
- Demonstrated proficiency in troubleshooting IT related technical issues
- Ability to reflect on work practices and processes and suggest and implement improvements
- Demonstrated ability to deal efficiently with multiple competing demands.
- Current student in the Faculty of Architecture Building and Planning, Bachelor of Environments or Melbourne School of Design.

### **2.2 Desirable**

- Prior experience in a customer service position
- Student at the Faculty of Architecture Building and Planning
- Experience in producing documentation and procedures
- Previous experience supporting print devices, and large format printers in particular.

## **3. Special Requirements**

As the position will require supporting student related IT services during peak periods, a flexible work schedule and the ability to work outside of ordinary business hours would be an advantage.

## **4. Key Responsibilities**

The Student IT Services Support Assistants will provide technical support, assistance and advice to students accessing the large format print services and student laptop software delivery project run by the Faculty of Architecture, Building and Planning.

The position works within established guidelines and procedures to deliver a consistent high level of customer service to students accessing these services, seeking further advice for more complex queries.

#### **4.1 Large Format Print Services**

- Provide assistance to staff and students using the Faculty's large format print services, including software support for sending jobs to these devices from labs
- Replace printer consumables such as paper, ink cartridges, toner cartridges, drums, waste toner bottles and print heads in a timely manner
- Monitor stock of consumables and paper and notify a supervisor when stocks are low
- Basic troubleshooting and fault resolution relating to the faculty's print hardware and systems and escalation of faults requiring higher level support
- Prepare and post signage to publicise new services or changes to existing services
- Provide feedback and suggestions as to how services can be further improved to meet emerging student needs
- Provide assistance with the operation of the Unicard print payment system, referring queries and problems for assistance from the ABP IT team or Unicard Print Services as appropriate

#### **4.2 Student Laptop Support Services**

- Assist students with the Faculty's software download service, including connecting to the service, resetting passwords, downloading software from the service and installing software.
- Assist students in configuring their laptops for wireless access, including adding student printers on students' personal laptops.
- Write and revise documentation, procedures and other support material for IT procedures relating to their defined responsibilities
- Prepare and post signage to publicise services or changes to services.
- Provide feedback and suggestions as to how services for students can be improved.
- Demonstrate flexibility in completing other tasks as directed while maintaining support of print services as the first priority.

### **Occupational Health and Safety (OHS) and Environmental Health and Safety (EHS) Responsibilities**

All staff are responsible for the following safe work procedures and instructions:

#### **Employees must:**

- cooperate with the University in relation to activities taken by the University to comply with OHS and EHS legislation.
- comply with the OHS and EHS manuals
- adopt work practices that support OHS and EHS programs
- take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace
- seek guidance for all new or modified work procedures
- ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor

- participate in meetings, training and other environment, health and safety activities
- not wilfully place at risk the health or safety of any person in the work place
- not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

## **5 Job Complexity, Skills, Knowledge**

### **5.1 Level of Supervision / Independence**

The Student IT Services Support Assistant will work under general supervision from the Manager, Information Technology and Local Information Technology Experts in the Faculty of Architecture Building and Planning's IT team. The incumbent is expected to proactively address requests for support from students and staff using the Student IT Services, within an established IT support framework and is expected to communicate technical or workload difficulties to the Manager, Information Technology.

### **5.2 Problem Solving and Judgement**

The Student IT Services Support Assistant will exhibit sound judgement skills in prioritising work tasks, strong problem solving skills in dealing with technical issues including good communication skills when reporting issues for escalation.

### **5.3 Professional and Organisational Knowledge**

The incumbent will possess and maintain a strong working knowledge of the print and scanning devices available for student use, including the replacement of consumables, configuration of jobs for output, and the print payment system. Knowledge of the software download service will also be required, such that the incumbent is able to support students in its use.

The incumbent will also contribute to the recording of technical knowledge in the Faculty of Architecture Building and Planning by producing and contributing to documentation, policies and procedures related to student IT services.

### **5.4 Resource Management**

The Student IT Services Support Assistant will monitor the stock of paper and consumables available for student print devices and will notify the IT team in a timely manner so as to ensure continuous availability of services.

### **5.5 Breadth of the position**

The Student IT Services Support Assistant will communicate on technical support matters with staff and students of the Faculty, as well as the Faculty of Architecture Building and Planning's IT team in order to diagnose and remediate technical support issues pertaining to student IT services.

## **6 Other Information**

### **6.1 Organisation Unit**

The position sits within the Information Technology Team, Business Services Unit, of the Faculty of Architecture, Building & Planning. The incumbent reports directly to both a Local Information Technology Expert and to the Manager, Information Technology, within a collaborative and encouraging team environment.

For information regarding the Faculty please see <http://www.abp.unimelb.edu.au>

### **6.2 Budget Division**

The Faculty of Architecture Building and Planning is a single department faculty located on the main campus of the University. Its areas of teaching and research include architecture, landscape architecture, property and construction, urban design and urban planning.

The University of Melbourne introduced Australia's first studies in architecture in the 1860s. It established the first full-time architecture course in 1927. Since then, courses in other disciplines of the built and natural environment have followed and now the Faculty of Architecture Building and Planning trains architects, builders, quantity surveyors, landscape architects, and urban planners. It aims to produce professionals skilled in investigation, analysis, problem solving and communication and motivated to significantly contribute to professional and community life.

Research is a major focus of the Faculty of Architecture Building and Planning. The Faculty's many research strengths are reflected in the diversity of research projects and publications pursued and produced by staff.

### **6.3 The University of Melbourne**

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. Melbourne's outstanding performance in international rankings puts it at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked by the THES among the world's top 25 universities.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at [www.hr.unimelb.edu.au/careers](http://www.hr.unimelb.edu.au/careers).

### **6.4 Growing Esteem and the Melbourne Model**

The Growing Esteem strategy, adopted by the University in December 2005, lays

out a ten-year plan to fulfil Melbourne's aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and knowledge transfer. See <http://growingesteem.unimelb.edu.au/>

From 2008, as the cornerstone of Growing Esteem, the University will introduce landmark educational reforms known collectively as the Melbourne Model. These reforms are designed to create an outstanding and distinctive Melbourne Experience for all students. The Model is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

### **6.5 Equity and Diversity**

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

### **6.6 Governance**

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at [www.unimelb.edu.au](http://www.unimelb.edu.au)

### **This position description is approved by:**

Occupant: ..... Date: .....

Supervisor: Mr Stephen Sibanda..... Date: .....

Head of Organisation Unit: Prof Tom Kvan ..... Date: .....