POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title: Desktop Support Officer Level: 6/7

Faculty/Division: ITS Department/Location: Support Services

Primary purpose of the position:

The position of Desktop Support Officer is responsible for providing high level support services to the UOW community. The Desktop Support Officer will work as part of the ITS Support team in addressing and supporting client requests in order to maintain a responsive client focus and professional delivery of information technology services. Based on secondments into other areas of ITS, this role is offered for a limited term of 12 months.

Position Environment:

Information Technology Services (ITS) is the University's central IT provider, delivering to the campus community a robust infrastructure platform enabling the delivery of services and support in line with strategic and operational requirements.

The Support Services Unit provides co-ordinated point of contact for staff, students and the UOW community, for assistance in the utilisation of University IT resources for educational, research and administrative activities. The Unit provides various service delivery modes including a centre phone number, desk side support, self service support and online request service. The Support Services Unit comprises of the Helpdesk team, Desktop Support team, Refresh team and Student Central Computer Labs team.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Provide high quality, client focussed IT support for desktops & other devices under the ITS shared services model (Windows and Mac) Support	Client focus approach for the resolution of IT requests	60%	
2.	Ensure tracking & monitoring of support requests are recorded and resolved and report on any emerging issues that may arise	Capturing and monitoring of incoming requests and identification of potential issues	10%	
3.	Assist in the development of processes, procedures and self help documentation for the ITS	To ensure ITS Support Staff and the UOW Community have access to relevant information and	10%	

	Shared Services IT environment	knowledge		
4.	Identify and suggest new initiatives that may result in efficiencies in work practices, processes and increased quality	Continue improvement of ITS Support services and underlying processes	5%	
5.	Contribute towards effective support & maintenance practices (including physical security) for managed computers to ensure maximum system availability for clients	Ensure proactive approach to OS, application updates and educating of clients of potential security risks.	10%	
6.	Maintain current knowledge and keep abreast of latest technologies and best practices for the PC environment	Latest technologies, practices observed, reported and implemented where relevant	5%	
7.	Follow appropriate ITS policies and procedures (for example: Asset Management System) to track and maintain ITS assets	To ensure a up-to-date information so that it will assist in proper asset and financial management	Ongoing	
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
9.	Adhere to principles & practices of WHS	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Desktop Support Manager, ITS Support Services
The position supervises the following positions:	N/A
Other Key Contacts:	ITS Refresh Team, ITS Systems Team, Other ITS Teams, Key Faculty & Division stakeholders, Dell & Apple Australia

Key Relationships:

Contact/Organisation:	**Purpose & Frequency of contact:**
UOW Community (Staff)	IT Support, consultation and guidance
ITS Staff	Shared problem solving and change management
Faculty/Division IT Staff	IT referral, liaison and knowledge sharing

Key Challenges:

1. Provide efficient, high quality IT support & delivery services in a diverse environment
2. Take initiative to identify solutions to improve services provided
3. Maintaining skills and knowledge of rapidly changing technologies
4. Communicate with all parties, from non-technical to IT specialists

Knowledge & Skills:

Essential:

- Extensive working knowledge of the Microsoft Windows operating system, utilities and applications
- Proven understanding in Standard Operating Environments
- Skills in support & maintenance of desktops and peripherals
- Skills in diagnosing a diverse range of hardware, software and networking problems
- Skill in communicating with a diverse range of clients
- Developed skills in writing guidelines
- Understanding of EEO and WHS policies and practices

Education & Experience:

Essential:

- Degree or tertiary qualification in an appropriate IT discipline and/or a combination of experience and education/training
- Appropriate Industry Certification or working towards
- Proven experience in supporting Windows desktops and diverse range of application software within a standard operating environment
- Proven experience working with Windows hardware and software vendors in the provision of support and maintenance
- Experience with device installation, configuration management and support (printers, IP Phones, mobile devices and other such add on peripherals)
- Proven experience in delivery of quality customer service to a diverse client environment
- Proven experience in diagnosing and resolving technical problems
- Ability to share knowledge and provide assistance and support to other team members

Desirable:

- Experience in supporting Apple hardware and software

Personal Attributes:

- Self motivated, ability to be innovative and strong problem solving skills
- Ability to liaise effectively with a diverse range of users
- Ability to work within a team environment, with a “can-do” attitude
- Ability to learn and cope with changing technology
- Effective verbal and written communication skills with client focus
- Experience in a customer service environment

Special Job Requirements:

Essential:

- Manual lifting may be required when deploying computers
- Within Information Technology Services:
    - Acceptance of ITS Customer Focus Charter

- Agreement to sign Confidentiality Agreement
- Agreement to complete annual performance appraisals
- Adhere to ITS Dress Code
- After hours work may be required

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____