

Services Division

IT Client Service Officer

Information Technology

Position No. 1008

General Information

The University of Newcastle is one of Australia's leading universities with exceptional achievement in research and an international reputation for innovative approaches to teaching and learning. It is situated in the Hunter, Central Coast and North Coast Regions of NSW.

IT Services at the University of Newcastle has recently undergone a significant transformation to improve the services offered to the University at all locations, including our two largest campuses at Callaghan in Newcastle and at Ourimbah on the Central Coast. The University's IT Services is amongst the largest pool of IT professionals in the region, and with the recent transformations in organisational culture and advanced technologies, provides one of the best career opportunities for like-minded people in the Region.

IT Client Services provides support for over 5500 staff and student desktop computers (PC and Macintosh) across all campus locations. A Client Service Officer is required to provide specialised advice, assistance and operational support to clients of the University's IT Services. This position is available on a full-time, continuing basis.

The successful applicant will be required to provide a mix of telephone and face-to-face support to clients, and must be willing to participate in rostered shifts.

This position will be required to work at either the Callaghan (with some support work required in the surrounding Newcastle area) or Ourimbah campuses depending on requirements.

Annual leave is restricted to periods outside of the peak critical times in Semester 1 (first 4 weeks) and Semester 2 (first 2 weeks).

Position Description

ROLE:	CLIENT SERVICE OFFICER
HEW LEVEL:	HEW 5
FACULTY/DIVISION:	SERVICES DIVISION
IMMEDIATE SUPERVISOR:	TEAM LEADER, IT SERVICE DESK

Role Statement

Provide specialised advice, assistance and operational support to clients of the University's IT Services.

Role Description

Supervision/Management/Leadership

Be responsible to the Team Leader, IT Service Desk for the provision of professional IT advice and assistance to the University community.

Take direction on day to day activities from Senior Client Service Officers and Desktop Technologies Officers.

Task level and Typical Activities

Provide first point of contact support to clients of the University's IT Services through a variety of methods, including telephone support and the use of remote control tools where available.

Staff service points on a rostered basis.

Log, prioritise, categorise and monitor all user requests including, where necessary, referring requests to the correct resolver group within or external to the IT organisation. Respond to service requests logged in the IT Service Management tool and accurately update records.

Provide advice to clients on the progress of their IT requests, and of planned and unplanned service outages and the restoration of service.

Provide support to clients of the University's Managed Operating Environment (MOE) for standard staff desktops and computing laboratories, including the use of remote control tools where available, and on-site support.

Sell software licenses and deploy software packages to user workstations from approved lists.

Participate in IT issue/problem resolution and document solutions to known problems.

Assist with the standard workstation lifecycle management from procurement to disposal in conjunction with other organisational units and vendors.

Contribute to the development and maintenance of IT policies, standards and architectures for the University.

Undertake other duties as directed and as appropriate for this level.

Organisational Knowledge

Maintain an understanding of the direction and broad objectives of the University, and the dependence on standard desktop and computing laboratory IT systems and services.

Maintain an understanding of the distinct roles and accountabilities within the IT organisation, and significant interrelationships with other sections of the University.

Be familiar with, and observe the University's policy and procedures on Equity and Diversity, Managing for Performance, Records Management and Occupational Health and Safety in the performance of the responsibilities of the position.

Judgement, Independence and Problem Solving

Demonstrate analytical and problem solving skills within a complex, networked computer environment, form conclusions and provide recommendations to clients of the IT organisation and senior IT staff.

Apply broad guidelines to effectively resolve user issues to enable the timely resolution of IT service issues.

Selection Criteria

- A degree in a relevant discipline; or completion of an associate diploma and subsequent relevant work experience; or an equivalent combination of knowledge gained through education, training and /or experience.
- Extensive knowledge and experience of PC and Macintosh operating systems, standard software applications including the Office suite of products, web browsers and e-mail, peripherals (printers, scanners, PDAs etc) and PC and Macintosh hardware in a networked environment.
- Excellent interpersonal and oral communication skills, including the ability to explain complex technical issues to a variety of audiences.

- Demonstrated customer service experience with a commitment to effectively resolve and meet client needs.
- Solid understanding of IT Service Management frameworks and ITIL in particular.
- Current drivers license and must be willing to travel to other campuses as required and participate in rostered shifts.
- Understanding of the University's policies and procedures on Equity and Diversity, Managing for Performance and OHS
- Familiarity with the Higher Education Sector or knowledge of public sector requirements, structures and policy is desirable.
- Sound experience and knowledge of the University's corporate applications including Touchpaper, Altiris, GroupWise and studentmail is desirable.
- Recognised accreditation in relevant disciplines and/or active membership in relevant professional bodies is desirable.

Conditions and Benefits

HEW Level 5 - \$47,051 to \$54,482 per annum.

Compulsory contributory superannuation is a condition of employment plus generous employer contribution of 17%.

A range of flexible salary packaging options is also available.

Further information on benefits and conditions of employment is available at the following link:

<http://www.newcastle.edu.au/service/employment/conditions.html>

Further Information

For additional information on the position contact Ann Walters, Associate Director, IT Client Services on 02 49215387 or email Ann.Walters@newcastle.edu.au.

Related Links

- [Information Technology Services](#)
- [University of Newcastle Annual Report](#)

Closing Date

Applications close on Wednesday 30 July, 2008.

Note: Your application must include a statement addressing the selection criteria.

All applications must include the Application for Employment Cover Sheet ([PDF](#) or [MS Word](#)) including an email and/or fax address for each nominated referee.

Please read the important information contained via the [How to apply](#) link before submitting your application.

Submitting Your Application

DO NOT send your application to the Faculty or Division in which the position is located.

Internal Applicants

Current University of Newcastle staff members MUST use [HRonline](#) to lodge their application.

- Log into [HRonline](#)
- Click on University Job Vacancies
- Click Apply for a Vacancy and select the position you wish to apply for

External Applicants

Please forward your application **by email** to: employment@newcastle.edu.au quoting the position number and position title in the subject field.

Note: Applications and attachments must be in Microsoft Word (Version 6.0 or later); Rich Text Format, or PDF.

If you do not have access to email you may mail or fax your application.

Mailed or Delivered applications should be stapled or clipped securely at the top left corner with the Application Cover Sheet ([PDF](#) or [MS Word](#)) on top.

Do not use binders, folders or plastic sleeves as your application may need to be photocopied.

Deliver or Mail one (1) copy of your application, marked "Confidential" and indicating the Position number to:

Human Resource Services Team
Level 1, The Chancellery
University of Newcastle
CALLAGHAN NSW 2308
Australia

Alternatively, fax one (1) copy of your application to

Confidential Fax on (+61 2) 4921 5285.

Applicants are responsible for ensuring the receipt of faxed applications.

You may telephone (+61 2) 4921 5266 during business hours (AEST) to confirm receipt of your Fax transmission.

The University of Newcastle values [equity and diversity](#).