

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager, Customer Support
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Information Technology
Term of Appointment	Full-time Appointment
Effective Date	September 2024

Position Purpose

The position is an administrative position at the Branch Campus University in Sarawak. The position will be responsible for carrying duties involving various functions of Information Technology (IT) designated by the Manager, Information Technology.

The Assistant Manager, Customer Support plays a crucial role in ensuring the smooth operation of IT servicedesk services across the University. The position involves managing a team of IT support staff, handling escalated technical issues, and collaborating with other departments to meet the technology needs of faculty, staff and students. The position will work closely with the IT Manager to develop and implement support strategies, improve service delivery, and enhance customer satisfaction.

This involves:

- Supervising and mentoring a team of IT support officers, executives and technicians;
- Serving as the primary point of contact for escalated IT support issues, ensuring timely and effective resolution;
- Developing the IT ServiceDesk support policies and procedures, ensuring that they are customer-centric oriented with a high quality of deliveries;
- Liaising with academic departments, administrative offices, and other stakeholders to understand their IT needs and provide tailored support; and
- Assisting in planning and managing IT projects related to customer support and service delivery.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Manager, IT; or Director, Administration; or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) - PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor/manager	Manager, IT; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Executive(s), Officer(s), General Assistant(s) where assigned.

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	LEADERSHIP	<ul style="list-style-type: none"> • Provide clear purpose and direction to your team - communicate clearly and succinctly. • Understand and communicate measurable performance objectives - plan and set performance goals for the staff within the Unit and monitor performance of the staff within the Unit. • Supervise and allocate work to team members - provide strong leadership, supervise, create a supportive and inclusive environment within the Unit and set professional standards for the staff. • Support team members through on-the-job training - ensure that staff within the Customer Support section are properly trained, mentored, coached and provide guidance for them to carry out their duties effectively and efficiently. This include providing motivation, guidance and support in difficult situations both with customers and other members of staff, and keep spirits high to help the team or Unit consistently perform well. • Help the team to create and maintain shared team values. • Monitor individual and team performance and take action when required - evaluate performance and effectiveness of the areas and ensure improvements are implemented whenever possible. • Contribute to strategy documents and Unit plans. • Identify key risks, contributing factors, and develop mitigating controls for the section, with periodic review and follow-ups.
2.	POLICY AND PLANNING	<ul style="list-style-type: none"> • Assist and support the Manager, Information Technology, to implement and ensure compliance with all the policies relating to Information Technology.
3.	MANAGEMENT AND PLANNING OF CAMPUS SERVICES AND ACTIVITIES	<ul style="list-style-type: none"> • Develop and implement policies and procedures for customer support to ensure the Unit meet the needs of management and staff of SUTS. • Plan, organise, lead, and monitor the implementation and effective operation of the Unit's activities and services. • Ensure that the services and activities planned are in accordance with the government rules and regulations. • Develop staff development plan, focussing on upskilling of staff in relation to current and future needs of the Unit in delivering the objectives of the University.
4.	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Develop effective relationships with internal and external stakeholders - collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus university and its students and staff in accordance with organisational expectations. • Develop sound communication, whether it is over the phone, face-to-face or communicated via email or letter, to ensure services are delivered as efficiently and effectively as possible. • Determine customer service requirements through surveys, focus groups and benchmarking best practices. • Analyse data to identify strategies for improvement of service and productivity. • Review customer satisfaction and implement changes to service provision to meet agreed quality standards, guidelines and procedures. • Promote customer care as a key objective - ensure the staff provide a friendly, helpful and responsive service to internal and external customers. • Ensure the consistent achievement of customer service levels and standard. • Resolve escalated customer service issues.

KEY RESPONSIBILITY AREAS		
5.	RESOURCE MANAGEMENT	<ul style="list-style-type: none"> • Assist manager to develop annual Unit financial and human capital budget, and control costs, in line with departmental plan, and the University's vision and mission. • Optimise use of financial and other resources. • Ensure sufficient resources and staff are available to deliver team objectives and responsibilities. • Identify ways of increasing operational efficiency and effectiveness. • Plan and prioritise projects and activities. • Ensure delivery on time, to budget and to the standard required. • Be proactive in finding solutions for any problems relating to customer support matters and improve on work processes.
6.	COMMUNICATION AND REPORTING	<ul style="list-style-type: none"> • Establish team-level management information and communications systems. • Establish cross-unit communication system and process to ensure delivery of effective campus services. • Provide and use appropriate information to support decision-making. • Ensure that accurate information is available for use by the Executive Group, Board and Council. • Prepare and provide periodic accurate and timely analysis and reports on the performance of campus services, issues and resolutions, and escalation of key issues impacting user experiences.
7.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> • Liaise and interact with other external parties such as suppliers, contractors, and vendors on relevant matters. • Liaise and interact with internal parties on relevant matters.
8.	AUTHORITY	<ul style="list-style-type: none"> • Plan, and manage customer support expenses in accordance with the budget. • Recommend to Manager, IT to approve annual leave, overtime claims, travelling claims, and other claims of the staff within the section. • Recommend travelling, training and development, and promotion of the staff within the section as appropriate.
9.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:</p> <ul style="list-style-type: none"> • Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; • Direct investigation of incidents and coordinate corrective actions as needed.
10.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
11.	OTHER DUTIES	Any other duties as assigned by the Manager, IT; or Director, Administration; or PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and / or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in business, IT, or other relevant discipline from a recognised institution with minimum of 3 – 5 years related working experience in customer services, including one (1) year experience in a supervisory or leadership role.	Essential
2.	Higher level qualification in business management, IT or other relevant discipline from a recognised university, or, professional certification in project management or equivalent.	Highly Desirable

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	Working experience in customer service in a digital environment, with IT knowledge.	Essential
2.	Have experience dealing with customer services, ranging from managing conflicts with internal and external stakeholders, as well as assessing satisfaction levels of customers.	Essential
3.	Have experience in managing and implementing customer service improvements and projects, providing creative and practical solutions leveraging on digital technology.	Essential
4.	Able to mentor, coach, train, and support subordinates in carrying out their roles and responsibilities effectively and efficiently.	Essential
5.	Have the ability to communicate in English, orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with internal and external customers.	Essential
6.	Have excellent interpersonal skill, pleasant personality, and good team player, including being a good listener, attentive and patience.	Essential
7.	Have experience in developing, managing and motivating staff and managing vendors and contractor.	Essential
8.	Have excellent planning and organisational skills to continuously drive improvements.	Essential
9.	Have some financial knowledge and experience in managing budget resources.	Essential
10.	Have good report writing skills, with the ability to do analysis, assess risk and financial implications, and make recommendations.	Essential
11.	Have some knowledge in managing security, cleaning and/or parking services.	Highly Desirable
12.	Able to multi-task, and work in a fast pace environment.	Highly Desirable
13.	Familiar in formulating and implementing policies and procedures in delivering customer services.	Highly Desirable

Applications:

The application must also include a separate document addressing each applicable element of the Key Selection Criteria (as listed in Section C above).