POSITION DESCRIPTION

SECTION A: Position Context

Position Title	IT Executive – Lab Support
Position Grade	E2 - Executive
Category	Executive
Campus / Unit	Sarawak Campus - Information Technology (IT)
Term of Appointment	Fixed-term Appointment
Effective Date	January 2025

Position Purpose

This position is an executive position at the University Branch Campus in Sarawak. The position will be responsible for areas as designated by the Manager, Information Technology (IT) Unit. These include:

- Provide IT support to the University staff and students;
- Provide technical support and maintenance for the University's computer lab, ensuring all hardware and software are functional;
- Assist students and staff with troubleshooting, managing lab resources, and ensuring a smooth, efficient operation of the lab environment;
- Develop and maintain various procedural and technical documentations on areas of customer service support;
- Work with the stakeholder on the procurement of the teaching software and maintenance of software licenses renewal; and
- Resolve work related issue pro-actively and improve work processes.

This position will work closely with other staff members on campus.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Assistant Manager, IT Customer Support; or 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	Assistant Manager, IT Customer Support; or any other person as assigned by an authorised personnel
Other positions reporting to this position	IT Officer(s)

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 <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

		KEY RESPONSIBILITY AREAS
1.	**TECHNICAL SKILLS AND KNOWLEDGE**	Perform first and second level support covering at least the following fields: • Install the computer hardware and software; and • Troubleshoot IT-related issues. • Assist in the preparation of monthly, annual and ad-hoc IT performance reports and analyse the trending for decision making. • Assist in tender and procurement, inclusive of licensing, warranties, service agreements and contracts renewals.
2.	**LEADERSHIP**	• Provide leadership, supervise, encourage and support the work of team members within the management unit. • Set professional standard for subordinates. • Plan and set performance goals for staff within the unit and monitor the performance of subordinates.
3.	**POLICY AND PLANNING**	Assist and support the Assistant Manager, IT Customer Support or Manager, IT to implement and to ensure compliance with all University IT-related policies.
4.	**DOCUMENTATION**	• Develop and maintain various procedural and technical documents in areas such as customer service and application support. • Prepare high-level technical user documentation.
5.	**PROBLEM SOLVING**	• Provide high-level support (by using good troubleshooting skills and current policy and precedent) to solve complex problems and documents the effective solution for future reference.
6.	**RESOURCE MANAGEMENT**	• Monitor material usage and check the deliveries for the University. • Ensure system compatibility and maintenance of Swinburne Standard Operating Environment.
7.	**VENDOR RELATIONSHIP MANAGEMENT**	Establish and maintain good working relationship with external vendors for quotations, warranty support and project implementation.
8.	**REPORT**	Prepare and provide reports on the relevant information as and when needed by the Management.
9.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
10.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.

11.	**CUSTOMER SERVICE**	Demonstrate Swinburne Values in a work culture of customer service excellence, including:
		• Work well with staff members from other units to provide the best customer service. Tasks may involve, but not limited to:
		  - IT related services;
		  - General equipment troubleshooting; and
		  - Assist in site setup for event.
		• Provide efficient, reliable customer service and accurate information to all staff members, student, and visitors.

	KEY RESPONSIBILITY AREAS	
		• Be accessible for stakeholders' enquiries; and respond to stakeholders in a timely manner.
12.	OTHER DUTIES	• Work effectively and with flexibility as a member of the technical team, providing input, advice and assistance as required. • Any other duties as directed by the Assistant Manager, IT Customer Support; or Manager, IT; or Director Administration; or PVC&CEO (Sarawak); or by 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 information technology (IT) or other related discipline from a recognised institution with at least three (3) years of work experience in the areas of operation support.	Essential

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.	**Essential / Highly Desirable / Preferable**
1.	Customer-Centric Approach: Demonstrates a strong commitment to delivering exceptional customer service, ensuring client satisfaction remains paramount.	Essential
2.	Leadership and Team Supervision: Proven ability in leading and overseeing support teams, with an advantageous background in a help desk and computer lab environment.	Essential
3.	Desktop Management: Accomplished in Microsoft-based desktop management, utilising tools such as WDS, MDT, and SCCM to streamline operations.	Essential
4.	Demonstrates expertise in IT support, including hardware troubleshooting, software applications, and print server management. Possesses extensive experience in Microsoft-based environments supporting 50 to 1,000 endpoints, with a proficient in managing and maintaining Windows 10/11 and Windows Server systems.	Essential
5.	Proficient English Communication: Displays strong verbal and written English communication skills, report writing and data analysis capabilities.	Essential
6.	Project Handling: Demonstrates competence in project management, encompassing the implementation, configuration, and testing of IT solutions.	Essential
7.	Budget Management: Proficiently oversees budgetary matters, ensuring efficient allocation of resources.	Highly Desirable
8.	Agility in High-Pressure Environments: Thrives in fast-paced scenarios, adept at orchestrating multiple tasks, tracking action items, adapting to shifting priorities, and meeting tight deadlines.	Highly Desirable
9.	Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable