POSITION DESCRIPTION

SECTION A: Position Context

Position Title	IT Officer – Lab Support
Position Grade	E1-T – Officer
Category	Executive
Campus / Unit	Sarawak Campus - Information Technology (IT)
Term of Appointment	Fixed-term Appointment
Effective Date	January 2025

Position Purpose

The position is a technical support position at the University. The position will report to the IT Executive (Lab Support) and Assistant Manager, IT Customer Support and is responsible for areas as designated by the Manager, Information Technology (IT).

Currently these areas include but not limited to:

- Deliver quality customer service;
- Provide fundamental IT support (including troubleshooting) to all campus computer labs (laptops, PC hardware, applications, wired network, wireless network, printers, projectors, audio and visual systems, etc.);
- Handle desktop security which includes reviewing, downloading, testing and deploying system patches and updates;
- Handle usage of desktop management tool to create and deploy images; and
- Participate in IT projects and initiatives.

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

Participation on Committees

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the IT Executive (Lab Support); or Assistant Manager, IT Customer Support; or Manager, IT; or Director, Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor/manager	IT Executive (Lab Support)**;** or any other person as assigned by an authorised personnel.
Other positions reporting to this position	None

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.	**TECHNICAL SKILLS AND KNOWLEDGE**	Perform first line support covering at least the following fields: • Install and troubleshoot computer hardware and software; • Troubleshoot IT related equipment, wired network and wireless network; and
2.	**POLICY AND PLANNING**	Assist and support the Assistant Manager, IT Customer Support or Manager, IT to implement and ensure compliance with all University IT-related policies.
3.	**RESOURCE MANAGEMENT**	• Establish and maintain materials and equipment storage. • Monitor material usage and check deliveries for the University. • Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.
4.	**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. • Be accessible for stakeholders' enquiries; and respond to stakeholders in a timely manner.
5.	**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.
6.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
7.	**OTHER DUTIES**	Any other duties as and when required by the IT Executive (Lab Support); or Assistant Manager, IT Customer Support; or Manager, Information Technology; or Director, Administration; 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) A Bachelor's degree in Information Technology (IT), Computer Science or other related discipline from a recognised institution; or b) A Diploma in IT, Computer Science or other related discipline with a minimum of three (3) years of relevant work experience. Fresh degree holders in relevant discipline can be considered.	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.	Essential
2.	Proficient English Communication: Displays strong verbal and written English communication skills.	Essential
3.	IT Support Skills: Relevant work experience in IT support, including hardware, software, printer management, and basic vendor management. Candidates who are familiar with Windows environment will have an added advantage.	Essential
4.	Desktop Management: Experience in MS Windows desktop management tools and server administration.	Essential
5.	Help Desk System Familiarity: Experience in usage of a help desk system.	Highly Desirable
6.	Vendor Management: Experience in basic vendor management, including communication and coordination with IT vendors.	Highly Desirable
7.	Adaptable: Ability to perform the tasks assigned under pressure and short notice with strict deadlines by prioritising and delegating tasks efficiently.	Highly Desirable
8.	Basic Project Skills: Able to assist with basic IT projects.	Highly Desirable
9.	Demonstrate willingness to work outside of normal office hours (including weekend and public holidays) when required.	Preferable