

Position description

Greater together 

Position title:	Support Officer, Systems
Institute/School/Centre/ Directorate/VCO:	Fed Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Reason for fixed term:	Replacing an employee
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Erin Penny, Head, Service Delivery and Enablement Telephone: (03) 5327 6223 Email: e.penny@federation.edu.au
Recruitment number:	JR101354

Position summary

The Support Officer, Systems plays a vital role as part of a collaborative team, delivering both first-tier and second-tier technical support across Federation University campuses. In this customer-focused position, the officer is tasked with proactively managing daily tasks, which include responding promptly to IT, Audio Visual, and other technical issues encountered by staff and students.

This role is also responsible for escalating complex issues to subject matter experts when necessary, maintaining clear communication and follow-through to resolution. Through consistently high-quality service and attention to detail, the Support Officer, Systems is instrumental in creating a positive and supportive environment, thereby enhancing the overall experience for both staff and students at Federation University.

Portfolio

Fed Services serves as the primary point of contact for the Federation University community, offering frontline assistance in partnership with various university business units. Our services encompass key operational areas including Employee Experience, IT Services, Property & Infrastructure and Academic Support functions. We provide support via service cases, telephone, and in-person interactions across all Federation University campuses. By collecting and analysing data on every enquiry, we gain valuable insights into the customer journey and experience, enabling us to continuously improve employee experience across service channels through ongoing initiatives.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

Key responsibilities

1. Provide technical diagnosis and troubleshooting for Federation University Australia's Standard Operating Environment (SOE) hardware and software. This includes providing support for Teaching and Learning and meeting room audio visual technologies. This role involves assisting users remotely (where possible) to identify, analyse, and resolve technical issues, ensuring minimal disruption to academic and administrative activities, including determining the most appropriate resolution approach where multiple technical options exist.
2. Provide informed responses to incidents and service requests, applying technical judgement to prioritise, resolve and, where required, coordinate escalation of requests that present complexity, risk or cross-system impacts.
3. Resolve incidents and fulfill requests for University staff and student hardware and software within set SLAs. If unable to resolve, undertakes detailed analysis prior to escalation to ensure issues are accurately classified, scoped and documented, and that recommended resolution pathways are identified, involve the vendor, or start Problem Management, while keeping the client informed.
4. Conduct technical diagnosis of IT support interactions, ensuring comprehensive documentation and logging each case, following ITS processes and appropriately escalate incidents.
5. Provide ongoing support, management and maintenance of supported technology across professional, teaching and meeting spaces, student computer laboratories and common areas, including refresh-cycle upgrades, scheduled maintenance, room audits/testing, and timely remote or in-person incident and request resolution.
6. Deploy, monitor, maintain and support the Universities hardware fleet including the deployment of SOE images via approved management tools and processes.
7. Engage in asset management processes to ensure full device lifecycle from deployment to disposal and stock rooms are kept up to date.
8. Create and maintain technical and user documentation that supports consistent service delivery, enables effective first-tier resolution, and contributes to the continuous improvement of support practices across service tiers.

9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
10. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
11. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Support Officer, Systems operates under the general direction of the Head, Service Delivery and Enablement. This role involves working across multiple sites to ensure the efficient functioning of systems by conducting appropriate technical diagnostics of IT service requests. Where immediate first or second level resolution is not feasible, the officer is responsible for accurately escalating requests to third-tier technical staff.

Within established policies and procedures, the Support Officer, Systems independently determines priorities, selects appropriate technical approaches, and exercises judgement in resolving issues or initiating escalation.

Position and organisational relationships

The Support Officer, Systems reports to the Head, Service Delivery and Enablement and works as part of the Service Delivery and Enablement team to address client IT service issues at an operational level.

The Support Officer, Systems plays a vital role in fostering strong working relationships with the wider Fed Services and ITS teams. Effective collaboration and communication with these groups is essential to delivering seamless, integrated support that enhances the experiences of both students and staff. The role provides technical advice and guidance to staff and students, adapting communication to different levels of technical understanding and influencing effective use of supported systems and technologies.

By actively engaging with colleagues across departments, the Support Officer, Systems ensures that service solutions are coordinated, issues are resolved efficiently, and opportunities for continuous improvement are identified. This holistic approach helps to create a positive campus environment, supports the University's strategic objectives, and ensures that technology services are responsive to the evolving needs of the University community.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - a degree without subsequent relevant experience; or
 - an advanced diploma qualification and at least one years subsequent relevant work experience; or
 - a diploma qualification and at least two years subsequent relevant work experience; or
 - a Certificate IV and extensive relevant work experience; or
 - an equivalent combination of relevant experience and or education/training.
2. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated experience in a high-volume customer service environment (preferably from an IT or similar corporate background) with a proven ability to guide stakeholders with varying IT literacy.
4. Demonstrated ability to provide onsite technical resolution of ITS hardware and software incidents, as well as experience with the provision of technical training or guidance to both technical and non-technical users.
5. Demonstrated understanding of computer hardware and Teaching and Learning audio visual equipment, as well as diagnostics software and fault detection techniques.
6. Demonstrated experience and knowledge of supported Windows and Mac operating systems as well as a thorough understanding of Microsoft 365 and its associated products.
7. Demonstrated understanding of corporate networked environments and a general understanding of systems management software such as Microsoft Systems Centre Configuration Manager (SCCM) and/or JAMF.
8. Demonstrated analytical, strong technical problem solving and organisational skills, including the ability to work autonomously, exercise professional judgement and problem resolution skills to provide informed advice and assistance to a broad range of clients.
1. Demonstrated ability to exercise professional judgement, analyse non-routine technical issues, and determine appropriate resolution pathways within a complex organisational IT environment
2. Demonstrated working knowledge and application of the Child Safety Standards.
3. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.