



Trinity College
THE UNIVERSITY OF MELBOURNE

POSITION DESCRIPTION

Position: User Services Assistant, (Six month contract)
Reporting to: IT Manager
Directly Supervising: No Direct Staff
Date: April 2008

Trinity College is a college of the University of Melbourne, founded in 1872, with some 1,500 students in its various educational programs, most particularly:

- the residential university College,
- Trinity College Foundation Studies,
- Theology at Trinity College,
- Summer and Mid-Year Schools, and
- other programs such as bridging courses, and critical thinking workshops.

The College's educational programs are supported by the College Library, Information Technology and Telecommunications, Chaplaincy, Music, Communications, active friend-raising and fund-raising through the Development Office and Trinity College Foundation, Learning Innovation Centre, and the Department of Finance and Administration (including finance, accounts, property and operations), and Human Resources.

In all the educational programs it offers, the College aims to provide opportunities for students – from around Australia, and around the world – which can transform their lives. It aims to do this through offering its students an education which is increasingly comparable with the best in the world. It works to fulfil this aim as a college of the University of Melbourne. The College is committed to giving innovative effect to traditional educational values for the benefit of present and future generations of students.

THE ROLE OF USER SERVICES ASSISTANT

PRIMARY OBJECTIVES

The User Services Assistant is responsible for assisting the User Services Officers in providing support and maintenance of the desktop computer and other IT resources of the College and in performing the associated back-office tasks in order to provide user focused, timely, and cost effective IT service to all users.

AREAS OF RESPONSIBILITY AND SPECIFIC DUTIES:

This position operates within the broad framework of the College's Strategic and Information Technology Plans. The User Services Assistant is expected to monitor user support requests and prioritise them as appropriate, while also taking the necessary time to complete back-office tasks including statistics and record keeping, testing and documentation. Where issues are beyond the capacity of the User Services Assistant they should be promptly referred to other members of the IT team as appropriate.

The User Services Assistant will maintain a strong focus on regular communication among User Services and other IT team members for the co-ordination of IT Tasks, as well as with users.

The User Services Assistant is responsible, along with the User Services team members, for assisting with the daily maintenance and user support for the computer resources of the College. In fulfilling this role the major activities and responsibilities of the User Services Assistant are as follows:

- User support services
 - Assist with specific software issues
 - Liaison and contact with staff and students
 - Diagnose and resolve minor user desktop software, hardware and network problems
 - Assist with telephone system and mobile telephone issues
 - Ensure incoming requests are logged
- Assisting with installation and configuration of new software and hardware when acquired.
- Installing software updates and patches when required.
- Maintaining accurate hardware asset and software licence records.
- Monitoring the computer laboratories with regard to functionality, security, repair and tidiness.
- Assisting in implementing better support and maintenance practices and strategies.
- Maintaining accurate documentation of system configuration, policies and operational procedures.
- Keeping records and generating statistics of User Services tasks.
- Meeting regularly with the IT Manager to report on activities and discuss current operational issues.
- Monitoring the ticket queue, ticket allocation and user communication to ensure that tickets are managed according to policy.
- Time-management and prioritisation of tasks to support effective operation of the team.
- Other responsibilities as delegated from time to time by the IT Manager.

The User Services Assistant's position involves:

- Interacting on a daily basis with staff, tutors, students and with third parties;
- Remaining contactable during business hours (via telephone and email);
- Occasional intensive work periods (such as during student intakes and major system maintenance and upgrades);
- Miscellaneous tasks and scheduled meetings; and
- Having a willingness to be available out of normal business hours on occasion for which time in lieu can be negotiated.

WORKING RELATIONSHIPS

The User Services Assistant:

- Reports to the IT Manager;
- Works cooperatively with all members of the Trinity College community including staff and students.

POSITION SPECIFICATIONS

EXPERIENCE AND QUALIFICATIONS

- A high level of written and spoken communication skills;
- Progress towards a degree or IT certification;
- Experience with Microsoft Office;
- Experience with both Microsoft Windows and Mac OS X systems is highly regarded;
- Experience with the creation, maintenance and use of documentation;
- Ability to determine priorities and manage time accordingly;
- Familiarity with occupational health and safety issues.

The person must have:

- strong people and telephone skills;
- enthusiasm and a willingness to learn;
- initiative;
- flexibility;
- confidentiality;
- cooperativeness;
- tact and diplomacy;
- ability to work with deadlines;
- ability to work as part of a team;
- ability to work independently;
- ability to communicate well with a wide range of people; and
- forward-planning skills.

An attractive remuneration package, commensurate with experience and qualifications will be negotiated with the successful candidate.

Applications, including details of referees should be submitted by Monday 13 April, 2008.

For further particulars, please visit www.trinity.unimelb.edu.au, or contact Ms Janine Hawker (telephone 03 9348 7152, email jahawker@trinity.unimelb.edu.au).

Trinity College: Transforming students' lives since 1872