

## POSITION DESCRIPTION

### SECTION A: Position Context

<b>Position Title</b>	IT Customer Support Executive
<b>Position Grade</b>	E2 - Executive
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus - Information Technology (IT)
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	March 2025

### Position Purpose

This executive position at the Sarawak Campus is responsible for providing high-level IT support to staff and students, supervising IT technicians, and ensuring operational performance. The position will report to the Manager, Information Technology, and will work closely with other staff members on campus. Key responsibilities include:

- High-Level Support: Provide exceptional support to the University staff and students;
- Documentation: Develop and maintain procedural and technical documentation related to customer service and application support;
- Vendor Communication: Communicate and negotiate with vendors on project implementation;
- Performance Management: Manage customer service performance to meet a service target of 99.5% of service tickets resolved within the agreed time frame (SLA);
- Issue Resolution: Proactively resolve work-related issues and improve work processes;
- Help Desk Coordination: Direct and coordinate activities of help desk staff engaged in computer operations, either personally or through subordinates;
- Supervision: Supervise IT technicians to ensure operational performance is achieved; and
- Reporting: Update and report to the Assistant Manager, Customer Support and IT Manager on a weekly and monthly basis regarding operational tasks and projects.

### Participation on Committees

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

### Supervision Reporting Relationships

<u>This</u> position's supervisor / manager	Assistant Manager, Customer Support
Other positions reporting to <u>this</u> position	IT Customer Support 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 major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	<b>TECHNICAL SKILLS AND KNOWLEDGE</b>	Perform first line support covering at least the following fields: <ul style="list-style-type: none"> <li>• Computer hardware and software installation.</li> <li>• Troubleshooting IT-related issues.</li> </ul>
2.	<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Provide strong leadership, supervise, encourage and support the work of team members within the management unit.</li> <li>• Set professional standard for subordinates.</li> <li>• Plan and set performance goals for staff within the Unit and monitor the performance of subordinates.</li> </ul>
3.	<b>POLICY AND PLANNING</b>	Assist and support the Assistant Manager, Customer Support or Manager, IT to implement and to ensure compliance with all University IT-related policies.
4.	<b>DOCUMENTATION</b>	<ul style="list-style-type: none"> <li>• Develop and maintain various procedural and technical document in areas such as customer service and application support.</li> <li>• Prepare high-level technical user documentation.</li> </ul>
5.	<b>PROBLEM SOLVING</b>	Provide high-level support (by using good troubleshooting skills and current policy and precedent) to solve complex problems and document the effective solution for future reference.
6.	<b>RESOURCE MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Monitor material usage and check the deliveries for the University.</li> <li>• Ensure system compatibility and maintenance of Swinburne Standard Operating Environment.</li> </ul>
7.	<b>VENDOR RELATIONSHIP MANAGEMENT</b>	Establish and maintain good working relationship with external vendors for quotations, warranty support and project implementation.
8.	<b>CUSTOMER SERVICE</b>	<p>Demonstrate Swinburne Values in a work culture of customer service excellence, including:</p> <ul style="list-style-type: none"> <li>• Work well with staff members from other units to provide the best customer service. Tasks may involve, but not limited to: <ul style="list-style-type: none"> <li>- IT related services;</li> <li>- General equipment troubleshooting;</li> <li>- Assist in site setup for event.</li> </ul> </li> <li>• Provide efficient, reliable customer service and accurate information to all staff members, student, and visitors.</li> <li>• Be accessible for stakeholders' enquiries; and respond to stakeholders in a timely manner.</li> </ul>
9.	<b>REPORT</b>	Prepare and provide reports on the relevant information as and when needed by the Management.
10.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• 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.</li> </ul>
11.	<b>SWINBURNE VALUES AND CULTURE</b>	<ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all times.</li> <li>• Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.</li> </ul>

<b>KEY RESPONSIBILITY AREAS</b>	
<b>12. OTHER DUTIES</b>	<ul style="list-style-type: none"> <li>• Work effectively and with flexibility as a member of the technical team, providing input, advice and assistance as required.</li> <li>• Any other duties as directed by the Assistant Manager, Customer Support; or Manager, IT; or Director Administration; or PVC&amp;CEO (Sarawak); or by any other person as assigned by an authorised personnel.</li> </ul>

## SECTION C: Key Selection Criteria

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

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential / Highly Desirable / Preferable</b>
1.	A Bachelor's degree in Information Technology or other related discipline from a recognised institution with at least three (3) years of work experience in the areas of operation support. Master's degree holder can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
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 customer service teams, with an advantageous background in a help desk environment.	Essential
3.	Desktop Management: Accomplished in Microsoft-based desktop management, utilising tools such as WDS, MDT, and SCCM to streamline operations.	Essential
4.	Comprehensive IT Support: Exhibits adeptness in navigating the IT support landscape, encompassing hardware, applications, and print server management. Well-versed in Microsoft environments catering to 50-1000 end users and/or possessing MSP experience. Proficiency in Windows 10/11 and Windows Server.	Essential
5.	Proficient English Communication: Displays strong verbal and written English communication skills, accompanied by adept report writing and data or information analysis capabilities.	Essential
6.	Project Handling: Demonstrates competence in project management, encompassing the implementation, configuration, and testing of IT solutions.	Essential
7.	Help Desk System Management: Proficiently manages help desk systems, with an advantageous familiarity with ManageEngine ServiceDesk.	Highly Desirable
8.	Public Presentation: Proficiently engages in public presentations, conveying complex technical information effectively to diverse audiences.	Highly Desirable
9.	Training Delivery: Competently conducts training sessions, imparting IT knowledge and skills to others.	Highly Desirable
10.	Budget Management: Proficiently oversees budgetary matters, ensuring efficient allocation of resources.	Highly Desirable
11.	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
12.	Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable