

## POSITION DESCRIPTION



### SECTION A: Position Context

<b>Position Title</b>	Application Support (SharePoint/Canvas)
<b>Position Grade</b>	E2 - Executive
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus - Information Technology (IT)
<b>Term of Appointment</b>	Fixed-term Appointment
<b>Effective Date</b>	January 2025

### Position Purpose

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

- Ensure SharePoint and Canvas platforms are consistently operational and perform at optimal levels;
- Assist users with platform-related issues, such as navigating features, resolving access problems, and troubleshooting technical issues;
- Support users in managing content on SharePoint (e.g., libraries, lists, workflows) and Canvas (e.g., courses, modules, assessments);
- Diagnose and resolve issues related to SharePoint (e.g., workflow errors, permissions problems) and Canvas (e.g., course configuration, gradebook issues);
- Manage user roles, permissions, and access rights to ensure secure use of SharePoint and Canvas;
- Provide training sessions or documentation for users to maximise the platforms' potential; and
- Generate reports on usage, system performance, and user engagement in both platforms.

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, Application Development; 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

<u>This position's supervisor / manager</u>	Assistant Manager, Application Development; or any other person as assigned by an authorised personnel
<u>Other positions reporting to this position</u>	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.	<b>TECHNICAL SKILLS AND KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Provide end-user support for SharePoint and Canvas platforms, addressing issues like system errors, permission problems, or integration failures.</li> <li>• Troubleshoot and resolve technical incidents, escalating complex issues to higher-level support when necessary.</li> <li>• Develop and deliver training sessions or documentation to improve user adoption and platform utilisation.</li> <li>• Proactively identify areas for platform enhancements or process improvements.</li> <li>• Monitor platform performance and generate reports on user activity, system health, and issue trends.</li> </ul>
2.	<b>POLICY AND PLANNING</b>	Assist and support the Assistant Manager, Application Development or Manager, IT to implement and to ensure compliance with all University IT-related policies.
3.	<b>DOCUMENTATION</b>	Develop and maintain various procedural and technical documents in areas such as customer service and application support.
4.	<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>
5.	<b>REPORT</b>	Prepare and provide reports on the relevant information as and when needed by the Management.
6.	<b>LIAISON AND INTERACTION</b>	Work effectively and with flexibility as a member of the team in providing input, advice and assistance as and when required.
7.	<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>
8.	<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>
9.	<b>OTHER DUTIES</b>	Any other duties as directed by the Assistant Manager, Application Development; or Manager, IT; or Director Administration; or PVC&CEO (Sarawak); 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.

<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 (IT) 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 in a relevant discipline 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.	Proven experience in managing, configuring, and supporting SharePoint Online	Essential
2.	Strong ability to diagnose, troubleshoot, and resolve application issues for both platforms.	Essential
3.	Demonstrated knowledge of managing user roles, access permissions, and secure sharing in SharePoint and Canvas.	Essential
4.	Experience providing end-user support, including resolving technical issues and assisting with platform functionality.	Essential
5.	Proven experience in providing application support for SharePoint and Canvas LMS or similar platforms.	Essential
6.	Strong interpersonal skills for effectively collaborating with technical and non-technical teams.	Essential
7.	Ability to generate reports on platform usage, system performance, and user engagement using built-in tools or external reporting platforms (e.g., Power BI, Tableau).	Essential
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