POSITION DESCRIPTION

SECTION A: Position Context

Position Title	System Support Officer
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

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

- Assist in maintaining and supporting the organisation's IT infrastructure, including network systems, on-premises servers, and cloud-based platforms; and
- Ensure operational continuity, system performance, and secure IT environments while providing technical support and contributing to ongoing infrastructure improvement initiatives.

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, Infrastructure; or Manager, IT; or Director Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor / manager	Assistant Manager, Infrastructure; 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 <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

		KEY RESPONSIBILITY AREAS
1.	**TECHNICAL SKILLS AND KNOWLEDGE**	- Support the installation, configuration, and maintenance of physical and virtual servers running various operating systems (e.g., Windows, Linux). - Provide first-level support for users experiencing system, network, or cloud-related issues, ensuring timely resolution. - Assist in applying patches, updates, and security fixes to server operating systems and applications to ensure systems remain secure and up-to-date. - Monitor server performance and system health, addressing any identified issues related to CPU, memory, storage, and disk space. - Assist in managing cloud-based services, including storage, compute, and network resources.
2.	**DOCUMENTATION**	Develop and maintain various procedural and technical documents in areas such as customer service and infrastructure support.
3.	**RESOURCE MANAGEMENT**	- Monitor material usage and check the deliveries for the University. - Ensure system compatibility and maintenance of Swinburne Standard Operating Environment.
4.	**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.
5.	**SWINBURNE VALUES AND CULTURE**	- Commit to the Swinburne Values. - Conduct work professionally while demonstrating the Swinburne Values at all times.
6.	**OTHER DUTIES**	Any other duties as directed by the Assistant Manager, Infrastructure; or Manager, IT; 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) 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. Experience with patch management, backup processes, and system monitoring tools.	Essential
2. Basic experience in deploying, managing, and monitoring cloud resources (e.g. virtual machines, databases, storage).	Essential
3. Problem-solving skills with the ability to diagnose and resolve technical issues related to network, systems, and cloud environments.	Essential
4. Good listening and empathy skills for understanding user issues and providing appropriate support.	Essential
5. Ability to work effectively as part of a team and collaborate with senior system administrators, network engineers, and other IT personnel.	Essential
6. Basic understanding of IT security practices, including access control, firewalls, encryption, and data protection.	Essential
7. Ability to manage multiple tasks and prioritise work effectively, especially when dealing with user requests and technical issues.	Essential
8. Adaptability in High-Pressure Environments: Excels in fast-paced situations, skilled at managing multiple tasks simultaneously, tracking action items, adjusting to changing priorities, and meeting demanding deadlines.	Highly Desirable
9. Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable