

## Position Description

**Position Title:** Desktop Analyst

**Reports to:** Senior Desktop Analyst

**Business Group:** Corporate Services

**Location:** 12-22 Rothschild Ave, Rosebery NSW 2018

**Date:** November 2011

**Reference Number:**

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### JOB PURPOSE

The position is responsible for providing level 2 & 3 desktop support to staff including carrying our analysis work and recommending solutions for improvements in the desktop environment. The server and desktop environment at UNSW Global is primarily Microsoft based with a few Linux servers serving specific applications.

The position is also responsible for providing IT induction sessions for staff and students.

### ENVIRONMENT

The position operates within UNSW Global's Information Technology Department. UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned subsidiary of UNSW with a specific brief to support the international initiatives and activities of the University. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has two core businesses:

- education, assessment and training, and
- consultancy services

These activities are managed through six divisional units:

- Foundation Studies
- UNSW Institute of Languages
- Consulting
- Educational Assessment Australia

The units are supported by a Corporate Services unit which delivers financial management, sales and marketing, governance, human resources and business development services to the various UNSW Global business units under a shared services model. Corporate Services provides support to the UNSW Global Board and has current responsibility for the managerial oversight of the offshore operations and offices in Singapore, Bangkok, Hanoi, Hong Kong and Mumbai.

## **KEY TASKS**

- Proactively identifying customer and business needs and recommending/providing documented solutions.
- Providing quality level 2 & 3 desktop support to staff which meets or exceeds customer expectations.
- Adhering to SOE (standard operating environment document) when deploying software and configuring computers.
- Maintaining relevant 'How To' documentation.
- Carrying out induction sessions for staff and students.
- Assisting in the annual computer stocktake process.
- Other relevant duties as identified by the supervisor.

## **REPORTING RELATIONSHIPS**

The position reports to the Senior Desktop Analyst.

This position has no direct reports.

## **RELATIONSHIPS**

Desktop Analyst will need to foster and maintain close working relationships with all levels of staff to ensure he/she has an understanding of, and the ability to respond to existing and emerging technology needs of the company.

Desktop Analyst will work closely with all levels of IT staff in order to troubleshoot problems, and provide quality solutions to the business.

## **CONSTRAINTS / AUTHORITY LEVELS**

Desktop Analyst will work within the broad framework of the IT department and the policies of UNSW Global and the University of New South Wales as well as within legislative requirements.

The position holds no financial delegations.

## **CHALLENGES**

- prioritising and meeting deadlines, whilst maintaining quality of service
- keeping abreast with technology changes and applying them effectively
- communicating effectively with stakeholders both from technical and non-technical backgrounds.
- remaining calm and dealing with customers in a professional manner.

## **SELECTION CRITERIA**

### **Essential**

1. A degree in Computing or related discipline, or equivalent combination of relevant experience and education/training.
2. Well developed analytical and problem solving skills in trouble-shooting technical issues.
3. Minimum 4 years experience providing level 2 & 3 desktop support in a Microsoft Windows XP/Windows 7/ Active Directory (AD) environment.
4. Experience in supporting and an expert in use of MS Office suite of products including MS Outlook (version 2007 or 2010).
5. Experience gathering & documenting requirements and recommending solutions.
6. Experience in software deployment and hardware configurations.
7. Experience is supporting mobile devices, such as smartphones and tablets.
8. Excellent interpersonal skills, communication skills, and ability to work independently or as a part of a team.
9. Willingness to step out of the comfort zone to explore and find innovative solutions.

### **Desirable**

1. Experience with Linux, Apache and mySQL
2. Experience in basic Microsoft AD administration
3. Experience in conducting induction/training sessions

## **SALARY RANGE**

A remuneration package commensurate with experience and skill level will be negotiated with the successful candidate.

## **OCCUPATIONAL HEALTH AND SAFETY STATEMENT**

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

## **EQUITY AND DIVERSITY**

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

## **CODE OF CONDUCT**

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.