

Position Description

<i>Position Title:</i>	Desktop Analyst
<i>Position Type:</i>	Permanent Full time
<i>Reports to:</i>	Senior Desktop Analyst
<i>Division:</i>	Corporate Services
<i>Location:</i>	223 Anzac Parade, Kensington
<i>Date:</i>	February 2010
<i>Position No:</i>	10-1087

JOB PURPOSE

The position is responsible for providing level 2 & 3 desktop support to staff and students. The server and desktop environment at UNSW Global is primarily Microsoft. The position is also responsible for supporting staff and students in use of technology in learning / teaching.

The position is based at Kensington. However due to the nature of the role, it is anticipated that the incumbent will work from other sites including Randwick and/or Rosebery.

ENVIRONMENT

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 enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. 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 three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through seven business groups:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- UNSW Training

- UNSW Study Abroad
- Educational Assessment Australia
- UNSW Global Consulting and Expert Opinion Services
- UNSW Global Networks and Recruitment

The Business Units are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT and facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

ACCOUNTABILITY OBJECTIVES

The Desktop Analyst is accountable for:

- proactively identifying customer and business needs and recommending/providing appropriate solutions.
- providing quality level 2 & 3 desktop support to staff and students which meets or exceeds customer expectations
- providing support to staff and students in use of technology per TELT (Technology Enabled Learning and Teaching) program
- packaging and distributing software applications using SCCM
- adhering to SOE (standard operating environment document) when deploying software and configuring computers.
- working closely with the Senior Desktop Analyst to achieve operational efficiencies;

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 and students to ensure he/she has an understanding of, and the ability to respond to existing and emerging computing needs of the company.

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

CONSTRAINTS / AUTHORITY LEVELS

Desktop Analyst will work within the policy guidelines developed by the IT Department, UNSW Global and the University of NewSouth Wales as well as within legislative requirements.

The position holds no financial delegation.

MAJOR TASKS

- Providing quality day-to-day support on a variety of desktop applications and use of audio visual equipment in classrooms
- Assisting staff and students in use of technology in teaching / learning
- Using SCCM to package and distribute desktop applications to staff and student computers
- Assisting IT team in meeting Service Level Agreements (SLAs)

CHALLENGES

- Prioritising and meeting deadlines, whilst maintaining quality service;
- Keeping abreast with technology changes and applying them effectively per customer needs;
- 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 complex computer systems and the ability to prioritise and meet deadlines.
3. Minimum 4 years experience providing level 2 & 3 desktop support in a MS Windows XP/Vista in an Active Directory environment
4. Experience in supporting and an expert in use of MS Office suite of products including MS Outlook.
5. Prior experience packaging software applications using MS SCCM (Microsoft System Centre Configuration Manager) or the willingness to learn.
6. Experience in software deployment and hardware configurations.
7. Excellent interpersonal skills, communication skills, and ability to work independently or as a part of a team.

Desirable

1. ITIL Certification
2. Expert in Microsoft Office 2007
3. Experience in use of technology in a learning/teaching environment

SALARY RANGE

A total remuneration package of \$65 400 (inclusive of Superannuation) will be offered to 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.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

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.