

**SERVICES OFFICER (TECHNOLOGY)
POSITION DESCRIPTION**

Position Title:	Services Officer (Technology)	Position Number: 16845	Faculty/Division: Division of Deputy Vice-Chancellor & Vice-President (Academic) (DVCA)
Classification:	HEO 5	No. Direct Reports & Highest Classified Position: None	School/Branch: Student Services and Administration
FTE: 1.0	Reports to: Hub Services Manager	Fixed <input type="checkbox"/> Continuing <input checked="" type="checkbox"/>	Discipline/Unit: Ask Adelaide
Position Summary:	<p>The vision for the Ask Adelaide is to provide the best on-campus experience within the national tertiary education sector for all students. The objectives include the transformation of students' experience through the provision of suitable facilities and seamless services to support their academic activities.</p> <p>The Services Officer (Technology) provides services to students, staff and visitors as the first point of contact in an open, contemporary working environment. The role will provide information, advice and troubleshoot as well as advise on technology and assist students in the use of hub facilities through a 'one stop, one step' approach to service. The Service Officer (Technology) will only refer students when specialised advice or information is required and is not accessible on-line.</p> <p>In addition to providing general information, direction and advice, the Services Officer (Technology) will provide a high-level of technology support to students. The role works under general direction in collaboration with the Hub Services Manager and Hub Manager and will assist other Ask Adelaide team members to provide a basic level of technology support to students.</p>		
Position Characteristics:	Scope	There are approximately 24,000 students enrolled at the University, with around 27% of these being international students. Ask Adelaide creates a new 'front door' to the University and will be an initial point of contact for students and visitors. A 'one-team' approach that extends to other parts of the University will be adopted by the Ask Adelaide team in order to effectively contribute to resolving students' issues.	
	Significant internal/external relationships	<ul style="list-style-type: none"> • Within Ask Adelaide and Hub Central: Students, staff, visitors • Within the University: Faculties and Schools, University Library, Technology Services, Student Administration, Student Support Services and Security Services 	
	Special conditions	<ul style="list-style-type: none"> • Student Services and Administration provides services across multiple locations on the campus and it will be an expectation of this position to support these services at these locations as and when needed. • Ask Adelaide's hours of operation are from 8.00am – 10.00pm; some out of standard work hours may be required. • Reasonable workplace adjustments will be made for people with a disability. 	
	Delegations	Nil	

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Key Responsibilities and Outcomes	1	Face-to-face technology support for students	<ul style="list-style-type: none"> • Provide support for student mobile devices (laptops, mobile phones, iPads etc.) including trouble-shooting wireless network and operating system problems, and support for international mobile devices not common in Australia • Provide support for University software including MyUni and Access Adelaide • Provide assistance to students using AV equipment in the Project Rooms • Monitor and resolve problems in the computer suites
	2	Transforming student experience through student-focused customer service	<ul style="list-style-type: none"> • Anticipate students' queries and service requirements • Answer general queries from students and visitors and seek to resolve questions or issues. • Assist students to access information and undertake transactions online • Refer students to appropriate services and undertake case management where appropriate. Make appointments for students to see advisers in specialist service areas according to the partnering agreements with each area. • Take initiative in maintaining and improving the facilities and assist students to use the Hub facilities
	3	Continuous improvement of technology use within the Ask Adelaide and Hub Central	<ul style="list-style-type: none"> • Review technology support provision and propose changes • Look for opportunities and proactively offer solutions provided by emerging technologies
	4	An active participant on the Ask Adelaide Team	<ul style="list-style-type: none"> • Work as part of the team to provide face-to-face services to students through a 'One team' approach in line with the Hub's vision • Assist and train other members of the Hub team in the delivery of basic technology support • Actively engage with Technology Services staff and provide the communication channel between Technology Services and the Learning Hub team, including keeping team members up-to-date with changes and updates from Technology Services. • Advise Technology Services of recurring IT issues being presented by students in the Hub.
	5	Maintain and build knowledge and expertise	<ul style="list-style-type: none"> • Maintain a high level of knowledge about administrative services and academic programs for the purposes of providing relevant and timely information and advice to students • Maintain skills in current and emerging IT desktop and telecommunications technology

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Criteria	Capabilities and Behaviours	Communication	<ul style="list-style-type: none"> Adapts Style and content of communication of ideas and information to match the audience Uses high level of communication skills (clarifying questions, summarising, paraphrasing to ensure their meaning is understood).
		Relationship Building	<ul style="list-style-type: none"> Respectfully interacts with people from a diverse backgrounds and experiences. Shows tact and diplomacy in dealing with people Builds trust in relationships through maintaining confidentiality and keeping commitments.
		Service Focus	<ul style="list-style-type: none"> Takes personal responsibility to resolve enquiries, requests or complaints Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service Responds promptly to the needs of the client even when under pressure Demonstrates active listening and questioning skills to identify client needs and issues
		Teamwork	<ul style="list-style-type: none"> Provides appropriate information, support and encouragement to enable successful task completion Supports team members to achieve their goals by sharing workloads Exercises tact, tolerance and humour to promote team harmony
		Flexibility and Adaptability	<ul style="list-style-type: none"> Adapts to changes in environment and work demands, working effectively with a variety of situations and people. Adapts responses and tactics to fit changing circumstances. Provides ideas for improvement and constructive input into change initiatives.
	Knowledge and Experience	<ul style="list-style-type: none"> Demonstrated experience and commitment in delivering customer centred service. Ability to understand technical requirements and translate information to others with minimal technical knowledge. Experience in supporting IT in an enterprise environment. Demonstrated experience in corporate IT management tools, services and applications. Knowledge of or the ability to deal with different operating systems and mobile devices. Demonstrated knowledge and interest in the Australian Higher Education sector. 	
Qualifications	<ul style="list-style-type: none"> A degree qualification in IT or a related field; and/ or An equivalent combination of relevant experience and/or education/training (in IT or a related field) 		

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<p>Occupational Health, Safety and Welfare Requirements</p>	<ul style="list-style-type: none"> All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions. 	
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; Perform their responsibilities in a manner which reflects and responds to continuous improvement; and Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	