Position Description

Job Title:	**IT Support & Project Lead**
Department:	Corporate Services
Section:	**Information Technology (IT)**
Directly Reports to:	IT Manager
Location:	UNSW Campus, Kensington
Date Revised:	October 2020

PRIMARY OBJECTIVE

The IT Support & Project Lead role will provide support to Arc staff and volunteers via phone, email and in person. The role will also help to assist the IT team with the development and delivery of various IT projects.

The IT division is part of a centralised support service within the Corporate Services Department. The department is responsible for all IT related services including:

- Cloud Platform in AWS & Office 365
- Email services hosting in Office 365
- Infrastructure hosting in AWS & Microsoft Azure
- Phone and Print Management services
- Web content & systems
- Point of Sale systems
- Support services
- Virtualised server infrastructure
- Desktop computing environment
- Procurement of IT assets
- IT Helpdesk and asset management
- IT security
- Service & maintenance of IT equipment

In addition to the IT division, the Corporate Services Department has three more distinct divisions; Finance, Payroll and HR. Together these distinct divisions provide centralised support to all facets of Arc.

REPORTING RELATIONSHIPS

The IT support and Project Lead reports to the IT Manager.

Reporting to this Position:
    Nil

KEY TASKS

- Process incoming IT requests and take a hands-on role addressing support enquiries.
- Work on and lead selected IT projects autonomously.
- Provide end user support with hardware and software issues in an efficient manner.
- Record, track and document all service requests and issues including resolutions.
- Prioritise urgent requests and escalations efficiently.
- Provide any necessary outside of working hours on-call support as required.
- Update technical documentation when necessary.
- Engage with suppliers and vendors on IT related matters as required.
- Prioritise time between projects, systems maintenance and IT helpdesk operations.
- Attend to the security of information technology systems.
- Follow up on pending and delayed support cases.
- Assist in maintaining the integrity of IT services including storage, email, web, database, point of sale, network and phone services.
- Provide quality customer service when attending to enquiries.
- Comply with Arc OHS policy and procedures to actively participate in the achievement of a safe working culture.
- To undertake other general tasks and duties as directed by the IT Manager.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA
Essential

- Relevant IT qualifications and previous work experience in IT support
- Experience with AWS and Microsoft Azure cloud platform, terminology and infrastructure.
- Experience with Microsoft Active Directory, DNS, Great Plains and Exchange.
- Experience with Windows Server 2008 – 2016 and Microsoft SQL Server.
- Extensive experience with Windows and Mac Operating Systems.
- Demonstrated, exceptional computer hardware and software experience.
- Experience in Point of Sale systems.
- Experience in PowerShell.
- Proficiency in networking topologies and protocols. (LANs and WANs)
- Knowledge and experience in Cloud platforms, Virtualisation, systems, network topologies and protocols.
- Demonstrated ability to be self-motivated and effectively solve technical problems.
- Effective written and verbal communication skills with a strong customer service ethic.
- Ability to think critically with good problems solving skills.
- Ability to work with minimum supervision under time constraints with a proven ability in creativity and innovative troubleshooting skills.
- Ability to work with multi-disciplinary teams and to interact successfully with students, Arc staff and UNSW staff.
- Demonstrated experience and understanding in compliance with privacy regulations and legislations.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.