POSITION DESCRIPTION

POSITION TITLE:  Senior Technical Officer
CLASSIFICATION LEVEL:  Bond 4
SCHOOL/OFFICE:  Faculty of Society & Design
DATE POSITION CLASSIFIED:  Nov. 2013

PURPOSE OF THE POSITION:

The computer, workshops and studios used by many disciplines in the Faculty contain software and hardware, which require specialised support and maintenance. The Senior Technical Officer will be responsible for the ongoing scheduling of maintenance on the facilities including the specialised computer networks used within the faculty.

This position will work closely with the central IS team to ensure the faculty is compliant with university ICT policies, and includes but not limited to:

- Network updates and security compliance.
- Administration of storage and accounts within the servers.
- Advanced gaming requirements for development.
- Administrate the Service Now job tracking system for the faculty.
- Asset tracking and FGD management.
- Maintain up-to-date documentation on all systems

This position assumes an acting role in the absence of the Technology and Teaching Support Manager.

This is a full time position for which the indicative work hours are 8.30am to 5pm Monday to Friday however peak periods will require some work outside these hours, with relevant compensation.

REPORTING RELATIONSHIP:
SELECTION CRITERIA:

- An undergraduate degree or equivalent in a relevant discipline.
- Minimum 2 years’ experience with network administration.
- Demonstrated experience in time management and scheduling.
- Advanced working knowledge of computer network architecture and system-wide technologies.
- Excellent written and verbal communication skills, demonstrated by the ability to liaise, consult and present to diverse range of clients and stakeholders.
- Customer service focus.
- Ability to deliver innovative and relevant solutions and to troubleshoot through technical faults.
- Demonstrated knowledge and experience with WH&S legislation and regulations particularly as they relate to the Computing and Video production environment.

DESIRABLE CRITERIA:

- Additional experience in a teaching and/or collaborative environment.
- Experience in television studio operation and broadcast production.
- Additional qualifications relevant to ICT management systems.

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<tr>
<th>COMPETENCY:</th>
<th>RESPONSIBILITY:</th>
<th>PERFORMANCE INDICATORS:</th>
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<tbody>
<tr>
<td>Network administration</td>
<td>Manage network structure and provide advice to Manager on requirements for the system.</td>
<td>Ensure best business practice is followed.</td>
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<td></td>
<td>Manage the installation, configuration and updating of server software and hardware to a schedule.</td>
<td>Disaster recovery plans are in place and backups are operational.</td>
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<td>Breaches of ICT policies are reported.</td>
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<td>Software administration</td>
<td>Project manage all software upgrades.</td>
<td>On time delivery of upgrades.</td>
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<td>Manage the Film Gear Depot booking system.</td>
<td>Timely and efficient resolution of issues.</td>
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<td>Teaching Support</td>
<td>Collect, collate, analyse and report information about staff software and network requirements for teaching.</td>
<td>On time delivery of quality reports as per requirements.</td>
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<td>Prepare and conduct information sessions for staff and students, as required, in conjunction with the Technology and Teaching Support Manager.</td>
<td>Develop and implement appropriate documentation and make recommendations where appropriate.</td>
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<td>Television Studio &amp; Maintenance</td>
<td>Ensure that the television studio is fully operational as required.</td>
<td>Ensure optimum production practises are followed.</td>
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<td>Supervise the use and maintenance of television studio space.</td>
<td>Identify learning and teaching needs in relation to studio space and make recommendations to Manager.</td>
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<td>Compile maintenance schedule and review tasks undertaken by Technical Officers.</td>
<td>On time delivery of scheduled maintenance.</td>
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<td>Workplace Health and Safety</td>
<td>Observe all WH&amp;S workplace safety standards.</td>
<td>Compliance with all WH&amp;S standards.</td>
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<td>Encourage best practice WH&amp;S approach within the student body.</td>
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Maintain appropriate risk management and mitigation procedures in line with current Bond University policy.

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<tr>
<th>Continuous Improvement</th>
<th>Identify ways to improve current work processes in order to establish more streamlined practices and improved customer outcomes.</th>
<th>Contribute to improvements in the Faculty Administration team with a focus on customer service.</th>
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<tr>
<td>Working Relationships</td>
<td>Establish and maintain productive working relationships with customers and staff at all levels of the organisation.</td>
<td>Conduct is consistent with being a member of a small cohesive team.</td>
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**Understanding Of Quality Assurance**

Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.

Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.

**Understanding Of Cultural Sensitivity**

Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.

Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.

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Position Held by: 

Signed: 

Date: 

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