



## Position Description

<b>Position Title:</b> Service Support Administrator	<b>Classification:</b> Bond 5
<b>Faculty/School/Office:</b> Information Technology Services	<b>Date Position Classified/Updated:</b> July 2023

### Purpose of the Position:

The Service Support Administrator is responsible for delivering end user computing to students and staff, and for jointly managing the systems used for the implementation. The position is part of a team providing escalated 2nd level support and quality customer service. The position involves planning, designing, deploying, configuring, and maintaining various systems related to operating system deployment, software deployment, and security.

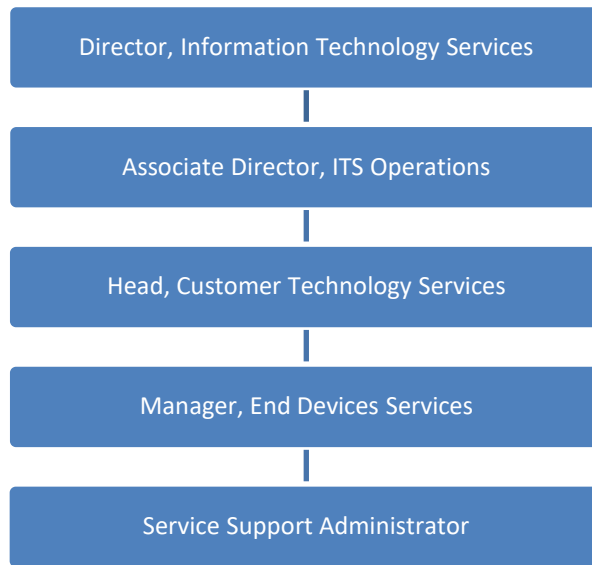
The position requires advanced knowledge and skills in Windows client operating system and software deployment, Microsoft Endpoint Manager, Microsoft 365 Defender, Group Policy, PowerShell, and other related systems. Additionally, the position requires effective interpersonal communication, customer service, technical problem-solving, and teamwork skills.

This position will provide the following duties as required:

- Plan, design, deploy, configure, and maintain the Microsoft Endpoint Manager system, including Intune, Configuration Manager, Defender for Endpoint and systems related to operating system deployment, and software deployment.
- Design, create, and manage, Windows Defender Application Control policies.
- Design, create, and manage, policies controlling local Windows privilege escalation.
- Design, create, and manage, policies controlling 'reboot to restore' (Faronics Deep Freeze).
- Provide high level end user computing support and troubleshooting, acting as a technical escalation point for problems of a complex nature for Service Support Officers.
- Identify opportunities for business process optimisation
- Install, maintain, and configure operating systems, network, and application software on approved ICT equipment.
- Install, maintain, and configure computer hardware, including media drives, printers, and peripheral devices on approved ICT equipment.
- Develop and maintain procedures and documentation to deliver the standard operating environments, including all types of required configuration deployment, e.g., light-touch, monolithic, and mixed.
- Manage projects as delegated by the Manager, End Device Services
- Receive and respond to Service Desk requests for assistance.
- Investigate and resolve hardware and/or software faults on approved ICT and AV equipment.
- Escalate requests to other support teams and follow through for resolution.
- Liaise with staff and students to resolve computer hardware, software requests and operational issues including Audio Visual operations.
- Contribute to the Technical Architecture Group
- Update and manage software information, including licencing details.
- Design, create, and manage, PowerShell scripts to support End Device Services activities.
- Produce client facing instructions and documentation.

**Reporting Relationship:**

This position reports to the <position>, and has the following direct reports:



**Selection Criteria:**

- Degree in Information Technology **OR** an equivalent combination of industry qualifications and experience.
- Advanced Windows client operating system and software deployment knowledge and skills.
- Advanced Microsoft Endpoint Manager knowledge and skills (Intune and Configuration Manager), including troubleshooting techniques.
- In-depth Microsoft 365 Defender knowledge (WDAC) including detailed experience and skills using the Microsoft 365 Defender administration portal, and configuring and operating Defender for Endpoint.
- Azure Active Directory (and AD Domain Services on-premises)
- In-depth knowledge of Group Policy, including troubleshooting techniques.
- In-depth knowledge of DHCP, DNS and Windows network configuration.
- In-depth knowledge of anti-malware and application control for Windows clients.
- Experience creating, testing and deploying PowerShell scripts to manage Windows clients, install software, and retrieve data.
- Windows Server administration skills within a Microsoft Active Directory environment.
- Superior knowledge of PC hardware and software, including operating systems, Microsoft Office applications, web applications.
- Sound knowledge of Audio-Visual requirements in an education environment.
- Knowledge and understanding of networking hardware and protocols.
- Knowledge and understanding of macOS management using JAMF Pro
- Proven effective interpersonal communication and customer service skills.
- Effective technical problem-solving skills.
- Ability to prioritise workload, manage time, multitask, and schedule tasks effectively.
- Ability to work cohesively as part of a team and independently when required.
- Knowledge and understanding of the ITIL framework principles and best practices.
- Flexible, adaptable, and responsive to change.

**Desirable Criteria:**

- Previous experience in a university environment.

- Microsoft Certifications in networking and relevant operating systems.
- Knowledge of Film and Television related software and hardware.
- macOS and iPadOS management experience.
- Android management experience.

Competency	Responsibility
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Assist staff and students to connect to the university network, including wireless network, and remote access services.</li> <li>• Consult with and offer advice to staff and students on ICT and AV related issues including hardware and software purchases.</li> <li>• Assist staff to effectively troubleshoot and resolve software issues.</li> <li>• Assist staff and students with password resets, account status, and permissions groups.</li> <li>• Maintain computer lab software in accordance with academic requirements.</li> </ul>
<b>Hardware Support</b>	<ul style="list-style-type: none"> <li>• Install and configure new computing and network hardware.</li> <li>• Maintain operational hardware.</li> <li>• Relocate and redeploy hardware.</li> <li>• Provide support for audio-visual equipment including projectors, control systems and videoconferencing systems.</li> <li>• Liaise with external support vendors as required.</li> <li>• Provide support and organise maintenance for all networked ICT approved printers and multi-function devices.</li> <li>• Assist the Systems Administration teams with build, update and maintenance of servers used by the End Device Services team.</li> <li>• Assess new hardware technologies and systems in alignment with university policies.</li> </ul>
<b>End-of-Life Equipment Deployment and Retrieval</b>	<ul style="list-style-type: none"> <li>• Deploy new PCs and peripherals.</li> <li>• Consult with staff and students to ensure all data is stored centrally, accessible from any university computer.</li> <li>• Attention to the asset tracking database details as equipment is booked into or out of the store.</li> </ul>
<b>Software Support</b>	<ul style="list-style-type: none"> <li>• Plan, design, deploy, configure, and maintain systems related to operating system deployment, and software deployment, including Microsoft Endpoint Manager.</li> <li>• Install and maintain application software and operating systems.</li> <li>• Use Microsoft Endpoint Manager to deploy software packages and operating systems.</li> <li>• Liaise with software support vendors as required.</li> </ul>
<b>Recording information and tasks</b>	<ul style="list-style-type: none"> <li>• Ensure accurate entry of data into the IT Service Management system related to faults and requests.</li> <li>• Ensure that hardware and software information is maintained in the asset management system and other registers as directed.</li> <li>• Prepare technical documentation for new processes and procedures.</li> </ul>
<b>Computer Lab software maintenance</b>	<ul style="list-style-type: none"> <li>• Prepare, develop, package, and maintain applications in accordance with academic requirements and aligned with ITS Software Procurement Policy &amp; Evaluation processes.</li> <li>• Deploy the applications using Microsoft Endpoint Manager in the timeframe specified to meet academic requirements.</li> <li>• Prepare and conduct software tests as specified by the requesting academic. Maintain up to date documentation and records including all processes involved.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and maintain testing environments with tools including virtual machines to effectively test software to meet university needs.</li> </ul>
<b>Microsoft Active Directory</b>	<ul style="list-style-type: none"> <li>• Assist the Systems Administration teams with management of organisational unit structure and group policy.</li> </ul>
<b>Standard Operating Environment Maintenance</b>	<ul style="list-style-type: none"> <li>• Create and maintain standardised operating environments for desktop and other ICT equipment.</li> <li>• Develop testing checklists and perform testing.</li> <li>• Maintenance of documentation.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> <li>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

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.