Position Description

Position Title:	Classification:
Customer Support Officer	Bond Level 3
Faculty/School/Office:	**Date Position Classified/Updated:**
Information Technology Services	July 2025

Purpose of the Position:

As a member of the Customer Support Services team in Information Technology Services (ITS), this position is responsible for the provision of a range of frontline computing and audio-visual services including delivery of customer services at any of the ITS service points and assistance via email, in person and over the phone. Quality customer service is the primary focus of this position.

Reporting Relationship:

This position reports to:

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│  Manager, Customer Support Services      │
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┌─────────────────────────────────────────┐
│      Customer Support Officer            │
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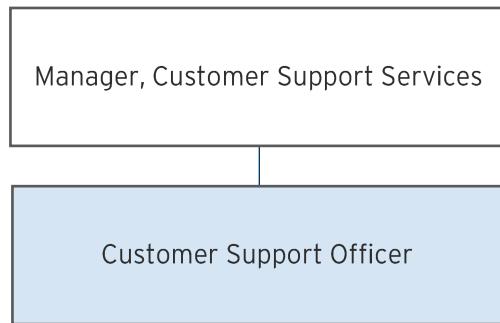
Selection Criteria:

- Successful completion of Year 12 and progress towards a degree or diploma in Information Technology or Information Management; or an equivalent combination of relevant knowledge, experience and training.

- Excellent oral and written communication; and the ability to work effectively within a team while managing individual responsibilities.

- Demonstrated problem-solving skills in a networking and internet environment.

- Demonstrated effective customer experience and support, along with delivering effective customer education supported by comprehensive documentation.

- Advanced computer skills including hardware, software, operating systems, experience using and updating knowledge bases, and an understanding of audio-visual technologies.

- Demonstrated ability to prioritise and manage multiple tasks concurrently while maintaining accuracy and attention to detail.

- Flexible, adaptable, and responsive to change.

Desirable Criteria:

- Degree or diploma in Information Technology or Information Management.

- Experience in IT service desk operations and systems in a learning and teaching environment.

- Sound knowledge of Microsoft technologies (Office 365, SharePoint Online).

Competency	Responsibility
Customer Service	- Provide information and advice on Information Technology Services policies and procedures. - Resolve a large percentage of incidents and enquiries at the first point of contact. - Receive and prioritise incident reports. - Log incidents in fault tracking system. - Track incidents from report to resolution to ensure customer satisfaction. - Escalate incidents to other Information Technology Services support staff as appropriate for their follow up and action. - Provide incident status feedback to customers. - Assist and instruct customers in use of ITS equipment, resources and facilities including computer and audio-visual equipment, software and systems.
Communication	- Deal with customers in a professional and courteous manner. - Produce clearly written documentation to assist in daily operations. - Detail incidents clearly within helpdesk systems. - Liaise with relevant Information Technology Services staff and other university staff as required.
Organisation	- Prioritise own workload to meet changing priorities and competing deadlines.

Technical knowledge	• Solve basic computing and audio-visual issues in a networked environment.
Internal Processes	• Perform a range of day-to-day operations in one or more functional areas which may include: - Assist in the maintenance of Information Technology Services systems and documentation including the knowledge management system. - Record statistics. - Contribute to continuous improvement.
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.
Understanding of WHS Responsibilities	• 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. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).
Equal Opportunity and Inclusion	• Bond University is an equal opportunity employer, and we encourage our students and staff to respect individuality, inclusiveness and diversity.
Other	• Complete functional checks of meeting and teaching spaces. • Technical assistance of student examinations. • Serve on Information Technology Services-wide teams. • Assist in project work as required. • Other duties as required.

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

Hours and location for this role may vary dependent on roster requirements within team, general range of hours 7am – 7pm. This role may be required to assist with out of hours and on-call support.

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.