Customer Support Officer

HEP 5

POSITION NUMBER	TBC
ORGANISATIONAL UNIT	Customer Support, Digital and Campus Services (DCS)
POSITION REPORTS TO	Team Lead Customer Support
OVERALL PURPOSE	The Customer Support Officer provides comprehensive first-level and on-site Information Technology (IT) and Campus Facility support to students, academic staff, and administrative staff at Victoria University. This role aims to deliver user-focused, timely, and efficient assistance across multiple channels, including telephone, email, over-the-counter, remote, and in-person campus support.
	Support requests include assistance with campus facilities services, computer hardware and software for workstations, peripheral devices, teaching spaces (including basic maintenance and first level troubleshooting of audiovisual and IT equipment), computer laboratory equipment, and network access to University services.
	It is the role of Customer Support Officer to log all requests both via phone or on-site, resolve the request and incident when possible, or escalate and assign to the appropriate support channels.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ Works closely with the Staff, Academic Staff and Students ◆ Works with all areas within the University **Outside the University the position liaises with:** ◆ Vendors to support hardware and applications
LOCATION/CAMPUS	The position is currently located at all campuses of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems, and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence results-driven, accountability, problem solving focus.
Engage – Customer service mind-set internally, externally, and particularly for students.
Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.
Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.
Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres.

The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

Victoria University's Digital and Campus Services department is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric. Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to work and study.

Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation. This department includes:

- Enabling Services

- Office of the Chief Information Security Officer (CISO)

- Business Engagement and Projects

- Estate Strategy, Planning and Delivery

- Strategy and Architecture

- Campus Services

The environment consists of more than 7,000 personal computers and associated software applications. Services to clients are delivered according to ITIL as a best practice framework, where the Service Desk is the primary customer interface. Service Level Agreements (SLA) are used to define customer expectations. Service Deliver is quantified in a transparent and measurable way, and subsequent periodic reports are provided to customers.

MAJOR TASKS AND ACCOUNTABILITIES

- **Deliver exceptional customer service** by maintaining a strong customer focus and monitoring customer satisfaction levels.
- **Provide timely, consistent, and high-quality support** in line with Service Level Agreements (SLAs), ensuring all incidents, service requests, and problems are acknowledged, addressed, and resolved within agreed timeframes.
- **Offer technical expertise** to diagnose and resolve Campus Services related issues both IT and facility, working independently or collaboratively to utilise available tools and resources effectively.
- **Work proactively to minimise the impact of incidents and problems** by liaising with customers and technical support team to achieve timely resolution within service level targets and escalate issues promptly to management when a potential breach of service levels is identified.
- **Communicate proactively** with the appropriate team and customers, providing accurate updates on progress and discussing urgency and business impact to ensure correct prioritization.
- **Troubleshoot and prioritise campus service issues** to enable the fastest possible restoration of services.
- **Accurately log and update all incidents and requests**, including detailed instructions and customer-specific requirements, while maintaining records in accordance with policies and procedures.
- **Monitor and manage call queues**, ensuring timely follow-up on escalated issues and coordinating with specialist teams and third-party vendors for resolution.
- **Document and share knowledge** by creating and maintaining knowledge articles, contributing to process improvements, and adhering to established procedures.
- **Participate in projects and special tasks**, providing feedback, basic training and reports to management on matters affecting service delivery.
- **Track performance against KPIs** and ensure compliance with Victoria University and IT Support procedures.
- **Maintain technical knowledge** of current and emerging products and industry trends.
- **Provide multi-channel support** across all campuses, including:
    - Face-to-face assistance at DCS kiosks
    - Phone, chat, and email support
    - Remote Desktop
    - Teaching spaces and meeting rooms
    - Audio-Visual Support

The DCS Customer Support officer must be capable of the following:

Customer Service
- Responds quickly to customer queries
- Has strong active listening skills and empathy for customers
- Communicates updates to customers so that they are aware of progress of Incidents or Service Requests logged
- Delivers what is agreed within the Service Level Agreement.
- Follows up on Incidents and Service Requests to ensure the job is resolved, closed and the customer is satisfied
- Provides alternative sources for customers with non-supported incidents and service requests.

Campus Support both IT and Facility Services
- Acts as escalation point and and first level support for customers
- Answers all service calls, emails and personal visits within SLA timeframes
- Focus on minimising impact and urgency of incidents, service requests and problems.
- Investigates and solves Campus Support enquiries/incidents/requests/problems
- Analyses, troubleshoots, resolves, liaises and prioritises incidents, problems and requests with relevant support groups, vendors and customers
- Logs and updates all Incidents, Requests and Problems with clear details or instructions
- When receiving escalations for calls that cannot be resolved at the first level, ensures all possible information is provided to the specialised team or second-level support group to facilitate subsequent First Contact Resolutions where appropriate.
- Escalates calls to the relevant service group or manager within SLA timescales
- Submits change requests and reports any unauthorised changes

Process, Policy & Procedures
- Demonstrates knowledge of the Incident, Request and Problem Management processes, policies & procedures
- Follows all standard operating procedures to ensure consistent fulfilment of KPIs and Service Level targets.
- Carries out Incident, Request and Problem Management activities according to the process, policy & procedures

Continuous Service Improvement
- Identifies and reports any inconsistencies in process, policy & procedure.
- Improves first call resolution – calls resolved by phone and emails at 1st level
- Educates customers on use of Self Logging and Resolution – VU SupportHub
- Reduces calls for Password Resets & Unlocks through the promotion of the self-help Password Reset tool
- Highlights reoccurring Incidents to the Team Leaders and Problem Management
- When escalating for calls that cannot be resolved at the first level, ensure they go to the correct team first time with clear detail and triage information
- Keeps Knowledge Base and procedural information up to date
- Assists in the use of IT applications and facilitate basic training needs

Team Work
- Work as part of a Customer Support team including Campus Facility, Security and IT Technical teams.
- Demonstrates active engagement by collaborating with Campus Facilities, Security, and technical personnel to ensure the effective resolution of incidents, problems, and service requests.
- Respects the abilities of other team members.
- Uses appropriate communication channels and shares information.
- Adds to the culture and cohesiveness of the team by being an active member of the team through contribution and participation in all work activities.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Team Leads Customer Support and may be required to manage other administrative, technical and/or professional staff

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- An understanding of DCS Support protocols, includes escalation procedures, service level agreements (SLAs), and response time.

- An understanding of role related University policies and procedures, and how they interact with other related functions.

- Aptitude or ability to work with relevant University systems and databases.

- Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential:

1. Knowledge or Training Equivalent to: completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated commitment and capacity to deliver quality client/customer service, with the ability to independently facilitate quick, responsible, and consistently high-quality service and support in accordance with the Service Level Agreement (SLA).

3. Demonstrated ability in the exercise of initiative, judgement and decision making to independently facilitate the fastest restoration of services by logically and correctly analysing, troubleshooting, diagnosing, and prioritising issues.

4. Knowledge of Information Technology hardware and software theory and practical with demonstrable experience and understanding of technical issues for networking, operating systems, office automation software, corporate applications and hardware.

5. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.

6. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a university environment, to deliver quality client/customer service.

7. Well-developed verbal and written communication skills and the ability to maintain confidentiality.

8. Ability to work cooperatively and effectively as part of a team.

9. Ability to independently manage the creation of documentation and share knowledge through writing, adhering to knowledge articles, and actively participating in continuous improvement initiatives.

10. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.