

Customer Support Assistant

POSITION NUMBER	2024-01,2024-02
ORGANISATIONAL UNIT	Customer Support, Digital and Campus Services
POSITION REPORTS TO	Manager, DCS Customer Support
OVERALL PURPOSE	<p>The Customer Support Assistant is responsible for providing comprehensive level 1 support to all staff and students at Victoria University.</p> <p>This role involves:</p> <ul style="list-style-type: none"> • IT Support: Addressing IT incidents, service requests, and problems efficiently. • Facility Management: Triaging and escalating campus facility requests logged through support channels. • Customer Resolution: Ensuring timely and effective resolution of issues to meet customer needs.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ▫ Works closely with the Staff, Academic Staff, and Students ▫ Works with all areas within the University <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ▫ 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.

Customer Support Assistant Framework

OVERVIEW

The Customer Support Assistant framework is designed to provide graduates of Victoria University an opportunity to gain valuable professional work experience within Victoria University's Digital and Campus Services (DCS) Department.

WHO IS ELIGIBLE

Any Victoria University recent graduate or current student is eligible to apply.

WHAT ARE THE BENEFITS

For the Trainee:

- Direct work experience within the IT industry.
- Workplace training in a range of technologies and customer service areas.
- Experience working in a team environment within a large and complex University IT environment. An opportunity to put their training and education to practice.
- Development of industry contacts and pathway to future job opportunities through VU's chosen contracting placement partner.

For the University:

- Access to high quality graduates with relevant IT and customers service skills.
- An opportunity to recruit enthusiastic and dedicated junior staff.
- Access to a pool of potential new staff that have a familiarity with and understanding of the university environment both in terms of IT systems and student's needs and expectations.

Customer Support Assistant Job Description

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

The Digital and Campus Services (DCS) Department has a central role in the planning, management, and support of both the academic and administrative computing services of the University with responsibility for the provision of applications, customer support, networking.

- IT Applications and Infrastructure.
- IT Security and Risk Assurance.
- Project Management Officer.
- Customer Engagement; and Strategy and Architecture

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

- Provide timely response on the status of allocated jobs (incidents, service requests, and tasks via the ISM ticket system and other methods of communication, using established Service Level Agreements (SLA), guidelines and procedures.
- This position requires the incumbent to have an outstanding customer service ethic to work at our

Customer Service Kiosks and face to face interaction with our staff and students.

- Assist in provisioning daily telephone support to Victoria University clients by following set procedures to:
 - Determine the type of problem from a set list of problems.
 - Log the problem in the IT Service Management system.
 - Refer more complex problems to specialist staff.
 - Provide feedback to the client on the progress and completion of jobs.
- Learn to identify and resolve basic day-to-day software and hardware problems of a general nature occurring on the University network and standalone workstations by working closely with more senior staff.
- Manage the creation of documentation and share knowledge by writing, adhering to knowledge articles.
- Assist in performing daily general computer laboratory and classroom maintenance, to provide an efficient and effective computing environment by following set procedures to:
 - Ensure the software and hardware is functioning.
 - Install application software using provided software setup routine.
 - Configure hardware, by following predefined configuration standards as set out by the department.
 - Remove unlicensed software.
 - Ensure the work environment is tidy and an ergonomic chair is available at each workstation.
 - Be flexible for before hours maintenance checks.
- Assist in daily tasks such as:
 - Monitor and maintain Audio Visual equipment in all rooms, sometimes requiring the replacement of components such as projector lamps and amplifiers.
 - Reset staff and student network access passwords.
 - Assisting in setting up Multi-Factor Authenticator (MFA) to students and staff.
- Assist in performing workstation installations and replacement of computer equipment and peripheral devices.
- Assist Bring-Your-Own-Device (BYOD) online exams for students and lecturers.
- Have customer focused attributes to deliver quality customer service.
- During semester break, this position will be required to take on projects to complete workstation/software upgrades and to assist with other projects as required.
- Adhere to and cooperate with all OHS policies and procedures of the University.

TYPICAL/MAJOR CHALLENGES

- Provide IT Support to Teaching and Learning Common areas across all campuses by following set procedures.
- Support all university staff, students and external contractors whilst delivering high quality customer service.
- Provide Audio Visual maintenance checks and support to all classrooms and lecture theatres to eliminate any potential downtime.
- Preparedness for before and after hours support as well as weekends when required.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Manager, IT Customer Support / Team Lead 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.
- Knowledge and experience of Microsoft Office 365 including Word and PowerPoint and Excel.
- 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 trades certificate; or Completion of Year 12 with relevant work experience; or equivalent relevant experience; or a combination of relevant experience and education/training.
2. 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.
3. Well-developed verbal and written communication skills and the ability to maintain confidentiality.
4. Ability to work cooperatively and effectively as part of a team.
5. Proficiency in word processing, including Microsoft word, excel, access and outlook, together with the skill base to quickly gain working knowledge of any University based online system, such as Ivanti Service Management (ISM) and Student One (S1).
6. Ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable:

Familiarity with:

1. Audio Visual systems
2. Wireless Network

