



## POSITION DESCRIPTION

|                     |                                             |
|---------------------|---------------------------------------------|
| Position Title:     | <b>IT Support Analyst</b>                   |
| Position Number(s): | 7014006, 7014007                            |
| Classification:     | HEW Level 5                                 |
| Supervisor:         | Campus Support Manager South West, 7004662  |
| School/Office:      | Information Technology and Digital Services |
| Division:           | Finance and Digital Services                |

### ABOUT WESTERN SYDNEY UNIVERSITY

Western Sydney University is a modern, forward-thinking, research-led university, located in the heart of Australia's fastest-growing, economically significant region. The University has 11 campuses in Sydney, and campuses in Ho Chi Minh City, Vietnam and Surabaya, Indonesia. Two campuses are planned in India. The University has more than 200,000 alumni, almost 50,000 students and approximately 3,500 staff.

Our Schools teach an array of programs and degrees carefully structured to meet the demands of future industry and the University is ranked in the top two per cent of universities worldwide, with over 85 per cent of its assessed research rated at 'World Standard' or above. In 2022, 2023 and 2024 the University was placed 1<sup>st</sup> worldwide and in Australia for its commitment to the United Nations' Sustainable Development Goals in the Times Higher Education (THE) University Impact Rankings.

Our Strategic Plan stipulates that, starting in Western Sydney, our students will succeed, our research will have impact and our communities will thrive through our commitment to excellence, sustainability, equity, transformation and connectedness.

The mission is driven by four strong values:

1. Boldness
2. Integrity
3. Fairness
4. Excellence

### ABOUT THE SCHOOL/OFFICE

#### **Information Technology and Digital Services**

Information Technology & Digital Services (ITDS) is a key enabling service provider within the University. It is responsible for the strategic deployment and use of information and communication technology services, systems and infrastructure. The primary role of ITD Services is to support the University's learning, teaching and research activities as well as the business systems and operational units that underpin the University's core activities.

ITD Services operates across all campuses, providing online, telephone and campus based support and ensures that IT services operate at optimum levels. In addition, it conducts an annual program of strategic projects designed to enhance, replace or introduce new ITD services to promote innovation and support the University's strategic direction.

#### **Academic and Campus Experience – 'The face of IT'**

The Academic and Campus experience portfolio represents the 'face of IT' to the end user community across each campus. It is responsible for providing multi-channel support to ensure all incidents and requests are managed as efficiently as possible to provide a great customer experience

# WESTERN SYDNEY UNIVERSITY



## POSITION PURPOSE

The role of IT Support Analyst is to deliver efficient and high-quality multi-channel IT support services for Western Sydney University students at the NSW Police Academy (the “Academy”) at the Goulburn NSWPF campus. This includes supporting a full range of campus-based ICT resources (i.e. computer labs, teaching spaces, audio visual, office based technology, printers etc.) through a variety of channels including telephone, remote desktop, chat support and face-to-face resolving as many incidents and requests at first point of contact as possible.

Subject to the University’s operational requirements, the incumbent may have an opportunity to express interest in working overseas, either with a strategic partner or at an overseas campus for a fixed period of time.

## KEY RELATIONSHIPS

This position reports to one of the Campus Support Manager South West or nominee.

This position has no supervisory responsibilities.

Success in the role will be dependent on developing and maintaining positive relationships with:

- IT operational and project teams
- Own team
- University IT staff
- University students
- Student Support Service Officers
- Service partners and vendors
- Dean, Deputy Dean, and Associate Deans
- School Manager (University and NSW Police Force)
- NSW Police Force (including IT Department)
- Business Development Manager
- Director of Academic Program
- Academic Program Advisors
- Academic colleagues (discipline group, School, University)
- Professional colleagues (School, University, NSW Police Force)
- Casual academics
- Regulatory bodies

## MAIN DUTIES AND RESPONSIBILITIES

### 1. **Customer Service (SFIA CSMG level 3 and SFIA refers to Sales support SSUP level 2)**<sup>1</sup>

- Acts as the routine contact point
- Assists with the development of and applies client service standards to resolve or escalate clients’ service problems.
- Communicates effectively with customers by telephone and in person.
- Assists in the provision of customer service, including technical advice and guidance on matters bearing on the successful use of products and services.
- Assists in devising solutions to customer requirements and solves straight forward problems.

<sup>1</sup> Skills Framework for the Information Age (SFIA) [www.sfia-online.org/](http://www.sfia-online.org/)



## MAIN DUTIES AND RESPONSIBILITIES

### **2. Stakeholder Management (SFIA SURE level 3)**

- Acts as routine contact point between organisation and supplier.
- Collects and reports on supplier performance data.
- Receives and handles requests for support following agreed procedures

### **3. Operational Performance (SFIA ITOP level 2)**

- Carries out agreed operational procedures of a routine nature.
- Contributes to maintenance, installation, and problem resolution.
- Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate.

### **4. Compliance Management (SFIA DCMA level 3)**

- Monitors compliance against agreed processes and investigates, assesses and resolves incidents of non-compliance, escalating where necessary and monitors and reports on overall access control.

### **5. Record Management**

- Maintains records and advises relevant persons of actions taken.

### **6. Undertake other duties as directed**

- Other duties relevant to the classification level.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Degree, Diploma, Certificate qualifications in a relevant field (e.g. ICT user support, IT technician etc.) or Microsoft Technology Associate (MTA) or similar accreditation or professional expertise in the provision of IT user support services.
2. Demonstrated high level proficiency in using common desktop PC software tools and Web-based applications.
3. A sound understanding of IT Service Management processes (eg, incident, request, problem and change management as defined under the ITIL framework).
4. Demonstrated ability in solving problems in a systematic way, including liaising with colleagues and interpreting when to escalate individual and systemic problems for resolution within appropriate timeframes.
5. Demonstrated ability and enthusiasm to provide effective and customer focused IT support.
6. Exceptional customer service, communication and teamwork skill.
7. Ability to work as part of a roster covering 8am-8pm, Monday to Friday and 9am-5pm, Saturday to Sunday.

# WESTERN SYDNEY UNIVERSITY



## UNIVERSITY EXPECTATIONS

Ensure you are aware of and comply with legislation and University policies and procedures relevant to the duties undertaken including, but not limited to:

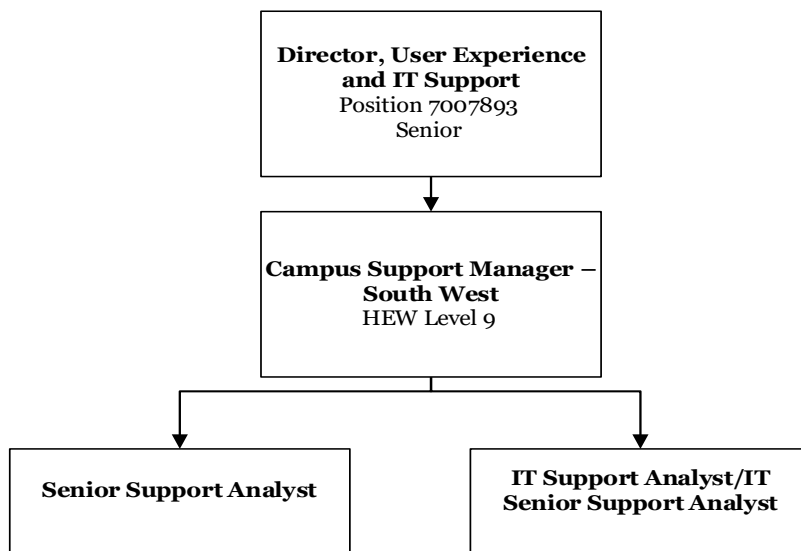
- [Code of Conduct](#);
- [Work Health and Safety and Wellbeing Management System](#);
- [Western Sydney University Professional Staff Agreement 2022](#);
- Anti-Discrimination principles, Equal Employment Opportunity and staff and student equity.

## PROGRAM EXPECTATIONS

Ensure you are aware of and comply with the training, policies, and procedure requirements of the NSWPF relevant to the duties undertaken, including but not limited to:

- Adherence to NSW Police Force Student Management Dress and Grooming standards as per NSW Police Grooming Guidelines
- Compliance with all work health and safety requirements, ethical standards, and any other relevant policies and procedures of the NSWPF. This includes maintaining a safe and inclusive educational environment for all students and staff.

## ORGANISATIONAL CHART



|                                        |                                |
|----------------------------------------|--------------------------------|
| Position Description approved by:      | Approved as minor change, SHRP |
| Date:                                  | 16.6.2025                      |
| Position Description last reviewed by: | HR Advisor                     |
| Date:                                  | 16.6.2025                      |