

POSITION DESCRIPTION

Support Analyst



POSITION DETAILS

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|------------------------|--|
| Position Title | Support Analyst |
| Classification | HEW 5 |
| Position Number | Multiple |
| School/Office | Digital Services / Customer Service & Experience |
| Division | Division of Operations |

POSITION PURPOSE

The Support Analyst provides frontline IT and digital support services across campus environments, contributing to a responsive and high-quality experience for students and staff. The role supports the delivery of service desk operations, incident resolution, and user assistance, ensuring consistent and effective support aligned with university standards.

It plays a key role in resolving routine to moderately complex technical issues, escalating as needed, and maintaining accurate documentation to support IT service continuity.

KEY ACCOUNTABILITIES

- Deliver first-level technical support to staff and students across campus locations, ensuring timely resolution of service requests.
- Log and track incidents and service requests using enterprise ITSM tools, escalating as required.
- Maintain accurate records of support activities, asset movements, and inventory updates.
- Assist with setup, configuration, and troubleshooting of campus-based ICT resources including AV, labs, and office technology.
- Ensure compliance with IT service procedures and University policies in all support interactions.
- Contribute to IT asset lifecycle management, including deployment, maintenance, recovery, disposal, refresh cycles, and audits.
- Identify recurring issues and propose improvements to documentation and processes.
- Engage with internal teams to coordinate support activities and share knowledge.
- Support onboarding and orientation of new staff and students in the use of digital systems and services.
- Demonstrate flexibility and adaptability in a dynamic environment, proactively learning and adopting emerging technologies, tools, and industry trends to enhance solution delivery and team capability.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualification in Information Technology or related discipline, or equivalent experience.
- Demonstrated experience in providing IT support in a customer-facing environment.
- Strong problem-solving and troubleshooting skills across a range of hardware and software platforms.
- Effective communication and interpersonal skills, with a focus on customer service.
- Ability to manage multiple tasks and prioritise in a dynamic support environment.
- Familiarity with ITSM systems and service desk operations.
- Requirement to obtain and maintain any clearances necessary to perform the role (*including, but not limited to, a NSW Police Force Professional Suitability clearance*).

Technical Proficiency

- Multi-channel support: in-person, phone, and remote desktop.
- Troubleshooting AV, desktop, and office technologies.
- Experience updating asset records and maintaining inventories.
- Understanding of ITIL processes for incident, request, and knowledge management.

Desirable

- Experience in higher education or similar federated environments.
- ITIL Foundation certification or equivalent.
- Exposure to automation and self-service support tools.

KEY RELATIONSHIPS

This position reports to: Manager, Campus Support

This position supervises: None

Key internal relationships:

- Support Analysts
- IT Service Desk
- Digital Services teams
- Academic and professional staff
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Key external relationships:

- Vendors and service providers (as directed)

CHALLENGES

- Responding to diverse and time-sensitive support needs across multiple campus locations.
- Maintaining service quality and consistency during peak periods and system changes.
- Adapting to evolving technologies and digital service models.
- Ensuring accurate documentation and compliance in a fast-paced support environment.

OCCUPATION SPECIFIC CAPABILITY SET



| SFIA Capability | Code | Level | Rationale |
|--------------------------------|------|-------|--|
| Incident Management | USUP | 3 | Resolves a range of incidents independently, escalating when necessary. |
| Request Management | REQM | 3 | Handles end-to-end service requests, ensuring compliance with procedures. |
| Customer Service Support | CSMG | 3 | Provides high-quality frontline IT support with service focus. |
| Problem Management | PBMG | 3 | Identifies recurring issues and contributes to solutions and process feedback. |
| Knowledge Management | KNOW | 3 | Updates and shares knowledge artefacts to support team capability. |
| Application Support | ASUP | 3 | Provides support for accessing and using digital systems and services. |
| Asset Management | ASMG | 3 | Assists in asset lifecycle activities, including deployment and recovery. |
| Systems Installation & Removal | HSIN | 2–3 | Supports setup and removal of ICT devices (laptops, AV, desktops). |
| Printing Support | PRNT | 2 | Provides basic troubleshooting and consumable support for campus printing. |
| Facilities Management | DCFM | 2–3 | Supports AV and campus ICT infrastructure in physical environments. |
| Stakeholder Relationship Mgmt | RLMT | 3 | Engages with academic and professional staff to coordinate support. |
| Learning Delivery | ETDL | 2–3 | Provides orientation and support for staff/students in digital systems. |

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: