

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

JOB TITLE: Desktop Support Specialist
DEPARTMENT: Customer Services
SCHOOL & DIVISION: Information Technology Services

1. PRIME FUNCTION

To provide desktop IT support and advice to departments, staff and students of the University.

2. MAIN OBJECTIVES

- Respond to desktop IT support requests (hardware and software - enquiries, problems, faults, purchase and set up, service roll out, etc.) and ensure that they are resolved to the customer's satisfaction.
- Advise on and support the use of ITS services.
- Identify and participate in the improvement/development of services provided by ITS to ensure they meet customers' needs.

3. KEY TASKS

Responding to desktop IT support requests:

- Respond to and resolve desktop support requests in accordance with ITS service standards.
- Troubleshoot, record and escalate support requests not able to be resolved by self/team to the appropriate area.
- Work and communicate with customers to ensure the resolution of their support requests are achieved within ITS service standards.
- Work with customers in regard to their IT needs including the purchase of hardware and software.
- Advise Desktop Support manager in a timely manner of any issues.

Advising on and supporting the use of ITS services to meet department IT needs:

- Work with relevant ITS technical subject matter experts and support teams to understand, support and improve the services provided by ITS.
- Work with customers to communicate, advise on and support the use of ITS services to meet their needs.

Maintaining and improving services, resources, tools, skills and knowledge:

- Work with relevant ITS staff to develop and maintain service and support information (e.g., self-service FAQs, Service Desk troubleshooting procedures, etc.).
- Work with customers to understand their needs and provide service improvement/development feedback to ITS.

- Participate in project work as required.
- Attend and participate in induction, training and professional development programmes to maintain knowledge and skills.
- Share knowledge and skills with colleagues and peers.
- Contribute to and participate in service improvement opportunities.

The following tasks and behaviours are expected of all staff within ITS:

Documentation:

All staff are accountable for documentation of systems on which they work and can be required to document solutions and fixes.

Health and Safety:

All staff are to carry out activities in a safe manner with full regard to the health and safety of themselves and their co-workers, and Health and Safety legislation. Any hazards (or unsafe behaviour by staff, contractors or visitors) should be reported to Management. All staff may be required to undertake Health and Safety training.

Customer Service:

All staff are responsible for ensuring excellent customer service to customers within ITS and within the wider university. This includes responding to Service Desk calls and proactively identifying solutions of benefit to the University community.

Team Participation:

All staff have an accountability for the successful development of their team which includes team building activities and any specific training which may be directed.

4. RELATIONSHIPS

Directly responsible to:	Desktop Support (Central) Manager
Supervision of:	Nil
Functional relationships with:	ITS staff Customers

5. BUDGETARY RESPONSIBILITY

Nil

6. EXPECTED OUTCOMES

- Customers are highly satisfied with their experience of dealing with ITS Desktop Support.
- ITS' service standards are met.
- Effective working relationships with customers and colleagues are established and maintained.
- Service Desk calls assigned to self are responded to in accordance with ITS service standards.

- Accurate, consistent and appropriate technical and service information is delivered in a customer centric manner.
- Administration and record keeping tasks are completed effectively and efficiently.
- Project outcomes are achieved.
- Effective contribution to service improvement initiatives.
- Training and development outcomes are achieved.
- Compliance with all relevant University and external policies and procedures.

7. PERSON SPECIFICATION

Qualifications:

- A relevant tertiary (3 year) qualification.

Professional and Technical Skills/Experience:

- A proven track record of working successfully in a desktop IT support role for at least four years.
- A successful record of delivering high quality desktop IT support in a large, complex and busy environment for at least two years.
- Demonstrable high levels of knowledge, expertise and experience with the desktop operating systems and application software used at the University.
- Demonstrated ability to understand customers' perspectives and work with them to deliver services/solutions that meet theirs and the University's needs.
- Excellent communication skills (written and oral) with the ability to adapt content, style, tone and medium of communication to suit the target audience's language, cultural background and level of understanding.
- Writing skills – able to write in a welcoming, informative, and non-technical style. Previous experience in writing successful customer-focused information is advantageous.
- Demonstrated ability to work in a methodical and organised manner, with a keen attention to detail and accuracy.
- Demonstrated ability to work successfully individually and in a team – including fostering teamwork to achieve team goals.
- The ability to develop and maintain a professional network of colleagues and customers.
- The ability to identify, troubleshoot and solve problems.
- Demonstrated initiative in seeking ways to achieve greater results or add value.
- The ability to establish appropriate priorities, work effectively in a busy environment with competing demands and operate under pressure when required in order to meet agreed timelines.
- Conscientious, reliable and trustworthy.