

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Technical Officer (Windows)
Position Number	E1 – T
Classification	Executive
Campus/School/Unit	Sarawak Campus – Information Technology Services
Division	Student & Corporate Services
Term of Appointment	Permanent
Effective Date	November 2011

Position Purpose:

The position is an administrative position at the Branch Campus University in Sarawak. The person reports to the Manager / Assistant Manager, Information Technology Services and is responsible for areas as designated by the Manager / Assistant Manager, Information Technology Services.

Currently the area of responsibilities include: IT services to all campus related IT equipment (hardware/software/system), look into new technologies, identifying related issues, proposing solutions to those related issues, etc.

The person will work closely with other staff on campus.

University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university in the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders.

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students.

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology, and on gaining university status in Malaysia, it changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004.

The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2010 the Sarawak Campus has approximately 4,000 students from Malaysia and other countries and plans to expand rapidly as its staff and facilities are developed in the next few years to allow a wider diversity of courses to be offered.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and overseen by the University in Australia.

Unit/School/Division

Information Technology Services

The Information Technology Services is a unit within the Student & Corporate Services Division. The unit is responsible for handling the following: -

- Planning and implementation of IT networks and facilities and communications.
- Installation and maintenance of PCs, networks and facilities, software and hardware, and communications
- Planning, managing and maintaining the computer labs

URL to web pages:	http://www.swin.edu.au/hed/ and http://www.swinburne.edu.my
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Participation on Committees:

As directed by the Manager and Assistant Manager, Information Technology Services or any other person assigned by the Manager and Assistant Manager, Information Technology Services. All staff members are encouraged to participate in Committees, in support of the University’s functions and events.

Supervision Reporting Relationships:

<u>This</u> positions’ supervisor/manager	Manager and Assistant Manager, Information Technology Services
Other positions reporting to <u>this</u> position	None

Location:

This position is located at the Sarawak campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	TECHNICAL SKILLS AND KNOWLEDGE	<p>1. Hands-on Windows Server 2008 administration</p> <ul style="list-style-type: none"> - To install, manage and maintain Windows servers running critical applications in a datacenter environment featuring Active Directory, SQL Server and Microsoft Exchange <p>2. HP Proliant Server administration</p> <ul style="list-style-type: none"> - To build, configure, document and maintain HP Proliant servers infrastructure - To use HP system management tools eg HP Insight Manager to centrally manage multiple HP Proliant servers - To setup proactive alerts based on agreed thresholds <p>3. Backup administration</p> <ul style="list-style-type: none"> - To setup, configure a central backup system for the University's key servers infrastructure - To ensure backup and restoration are carried out in accordance to the University's policy <p>4. Able to perform first line support covering at least the following fields:-</p> <ul style="list-style-type: none"> - Computer hardware and software installation - Troubleshooting for IT hardware/software and IT related equipment - IT network troubleshooting
2.	POLICY AND PLANNING	Assist and support the Manager and Assistant Manager, Information Technology Services, to implement and to ensure compliance with all the policies relating to Information Technology Services.
3.	RESOURCE MANAGEMENT	<ol style="list-style-type: none"> 1. Establish and maintain materials and equipment storage. 2. Monitor material usage and check deliveries for the University. 3. Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.
4.	VENDOR RELATIONSHIP MANAGEMENT	Able to specify items required and obtain quotations as necessary. Maintain good relationship with vendors.
5.	CUSTOMER SERVICE	<p>Be polite, and courteous to all members of staff, students and visitors. Able to work well with staff members from other departments to provide the best customer service. Tasks may involve but not limited to the following:-</p> <ul style="list-style-type: none"> - IT related services - General equipment troubleshooting - Assist in site setup for events
6.	REPORT	Prepare and provide reports on the relevant information as and when needed by the Management.
7.	GENERAL	Work effectively and with flexibility as a member of the technical team, providing input, advice and assistance as required.
8.	OTHERS	Any other duties as required by the Manager and Assistant Manager Information Technology Services, Director Admin or Chief Executive.

SECTION C: Key Selection Criteria

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Highly Desirable / Preferable
1.	Bachelor's degree in IT from a recognised college or university or a diploma with at least 5 years of working experience.	Essential
2.	Microsoft Certified Information Technology Professional (MCITP) Server Administration.	Essential
3.	Cisco Certified Network Associate (CCNA).	Preferable

Experience / Knowledge / Attributes: Required by the person to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	At least 5 years of working experience in the areas of system operations, support and management in a medium to large enterprise with a proven record of providing quality service and leadership.	Essential
2.	Expert knowledge and experience in implementing and managing HP Proliant servers.	Essential
3.	Expert knowledge and experience in managing Windows-based servers in a datacentre environment featuring Active Directory, Microsoft Exchange and SQL server.	Essential
4.	Expert knowledge in configuring and implementing centralized backup.	Essential
5.	Knowledge in the application of information technology to administrative systems and tasks.	Essential
6.	Hands-on IT (hardware/software/network) troubleshooting experience.	Essential
7.	Ability to perform the tasks assigned under pressure and short notice. Ready to work outside of normal office hours when required.	Essential
8.	Fair command in English, both spoken and written.	Essential
9.	Experience in Microsoft Exchange 2010.	Highly Desirable
10	Ability to communicate orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with staff, students and vendors.	Highly Desirable
11	Well self-discipline and self-motivated.	Highly Desirable
12	Ability to be organised, have some planning skills, dedicated and hardworking.	Highly Desirable
13	Some experience in these areas: IS knowledge, PC hardware assembly, client-server environment or helpdesk.	Preferable

Swinburne Attributes:

Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

Building Organisational Capability	Demonstrates Personal Integrity	Manages Change Effectively
Builds Relationships	Drives Service Excellence	Provides Educational Leadership
Creates a Learning Environment	Exhibits Entrepreneurial Skills	Sets Direction

For information refer to the following weblink: [Swinburne Attributes](http://www.swin.edu.au/corporate/hr/attributes/)
(<http://www.swin.edu.au/corporate/hr/attributes/>).

Further Information:

Further information is available from Andrea Sim, Manager, Human Resources at telephone 082-416353 ext. 8756, fax 082-260821, email asim@swinburne.edu.my

Applications:

Applications should include with their application a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: