POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Campus Services Executive
Position Grade	E2
Category	Executive
Campus / Unit	Sarawak Campus - Campus Services
Division	Student and Corporate Services
Term of Appointment	Full-time Appointment
Effective Date	September 2023

Position Purpose

This position is an executive position at the University Branch Campus in Sarawak. The appointee will be responsible for areas as designated by the Manager, Campus Service Unit. These include:

- Providing high level support to the University staff and students;

- Developing and maintaining various procedural and technical documentations on areas of customer service and application support;

- Communicating and negotiating with vendor on project implementation;

- Managing performance of the customer service to meet a service target of 99.5% of service tickets resolved within an agreed time frame (SLA);

- Pro-actively resolving work related issues and improving work processes; and

- Directs and coordinates activities of help desk staff engaged in computer operations by performing the duties personally or through subordinates.

This position will work closely with other staff members on campus.

University Information

As a 21st century university at the cutting edge of technology, innovation and entrepreneurship, Swinburne University of Technology has an ambitious vision to become the prototype of a new and different university. A next generation university. With a century long history of educating and training students with high-quality, career-orientated education and strong links to industry and the community it aims to bring people and technology together to create a better world.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The 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. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology Sarawak Campus in June 2004.

The Campus occupies a 16.5-acre site in central Kuching, the state capital of Sarawak. The Sarawak Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

Campus Services

As a Unit under the Student and Corporate Services Division, Campus Services (CS) provides support and advice to the University which include the following areas:
- IT Client Services
  - Provide helpdesk support at Service Counter
  - Administer the service desk for the Division and the University
  - Installation, maintenance and refreshment of PCs, software, projectors, printers, and telecommunication
  - Planning, managing and maintaining computer labs and tutorial rooms
  - Supporting the maintenance of the data centre
  - Conduct surveys to assess the satisfaction levels of students and staff on the services provided by the Division, and generate the necessary report including data analysis
  - IT support for University events
- Facility services
  - Security management – vandalism, theft, misconduct, managing of security service
  - Security systems – CCTV, door access, including the refresh of these assets
  - Transport – managing university vehicles (including the refresh of vehicles), dispatch service, transport service (including airport pickups)
  - Provision of support for university events and functions
  - Mail services – managing official mail services
  - Parking – traffic management, managing of parking service
  - Housekeeping – cleanliness of campus (internal/external), managing of cleaning service
  - Miscellaneous – vending machines, pantry, pest control

The Unit plays an important role in ensuring that the University has sufficient resources, systems and services in place in supporting the University operations.

URL to web pages:	https://www.swinburne.edu.my

Participation on Committees

The appointee may be required to participate on relevant committees as and when needed and as directed by the Manager, CS; or by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor / manager	Manager, CS
Other positions reporting to this position	Technical Officer(s)

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

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

		KEY RESPONSIBILITY AREAS
1.	TECHNICAL SKILLS AND KNOWLEDGE	Perform first line support covering at least the following fields: • Computer hardware and software installation. • Troubleshooting IT-related issues.
2.	LEADERSHIP	• Provide strong leadership, supervise, encourage and support the work of team members within the management unit. • Set professional standard for subordinates. • Plan and set performance goals for staff within the unit and monitor the performance of subordinates.
3.	POLICY AND PLANNING	Assist and support the Manager, Campus Services to implement and to ensure compliance with all University IT-related policies.
4.	DOCUMENTATION	• Develop and maintain various procedural and technical document in areas such as customer service and application support. • Prepare high-level technical user documentation.
5.	PROBLEM SOLVING	• Provide high-level support (by using good troubleshooting skills and current policy and precedent) to solve complex problems and document the effective solution for future reference.
6.	RESOURCE MANAGEMENT	• Monitor material usage and check the deliveries for the University. • Ensure system compatibility and maintenance of Swinburne Standard Operating Environment.
7.	VENDOR RELATIONSHIP MANAGEMENT	Establish and maintain good working relationship with external vendors for quotations, warranty support and project implementation.
8.	REPORT	Prepare and provide reports on the relevant information as and when needed by the Management.
9.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
10.	SWINBURNE VALUES AND CULTURE	• Commit to the Swinburne values. • Conduct work professionally while demonstrating the Swinburne values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne values.

11.	CUSTOMER SERVICE	Demonstrate Swinburne Values in a work culture of customer service excellence, including:
		• Work well with staff members from other units to provide the best customer service. Tasks may involve, but not limited to:
		  - IT related services
		  - General equipment troubleshooting
		  - Assist in site setup for event

	KEY RESPONSIBILITY AREAS	
		• Provide efficient, reliable customer service and accurate information to all staff members, student, and visitors. • Be accessible for stakeholders' enquiries; and respond to stakeholders in a timely manner.
12.	OTHERS	• Work effectively and with flexibility as a member of the technical team, providing input, advice and assistance as required. • Any other duties as directed by the Manager, CS; or Director Administration; or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and / or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the 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.	A Bachelor's degree in Information Technology or other related discipline from a recognised institution with at least three (3) years of work experience in the areas of operation support. Master's degree holder can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.	Essential / Highly Desirable / Preferable
1.	Customer-Centric Approach: Demonstrates a strong commitment to delivering exceptional customer service, ensuring client satisfaction remains paramount.	Essential
2.	Leadership and Team Supervision: Proven ability in leading and overseeing customer service teams, with an advantageous background in a help desk environment.	Essential
3.	Desktop Management: Accomplished in Microsoft-based desktop management, utilizing tools such as WDS, MDT, and SCCM to streamline operations.	Essential
4.	Comprehensive IT Support: Exhibits adeptness in navigating the IT support landscape, encompassing hardware, applications, and print server management. Well-versed in Microsoft environments catering to 50-1000 end users and/or possessing MSP experience. Proficiency in Windows 10/11 and Windows Server.	Essential
5.	Proficient English Communication: Displays strong verbal and written English communication skills, accompanied by adept report writing and data/information analysis capabilities.	Essential
6.	Project Handling: Demonstrates competence in project management, encompassing the implementation, configuration, and testing of IT solutions.	Essential
7.	Help Desk System Management: Proficiently manages help desk systems, with an advantageous familiarity with ManageEngine ServiceDesk.	Highly Desirable
8.	Public Presentation: Proficiently engages in public presentations, conveying complex technical information effectively to diverse audiences.	Highly Desirable
9.	Training Delivery: Competently conducts training sessions, imparting IT knowledge and skills to others.	Highly Desirable
10.	Budget Management: Proficiently oversees budgetary matters, ensuring efficient allocation of resources.	Highly Desirable
11.	Agility in High-Pressure Environments: Thrives in fast-paced scenarios, adept at orchestrating multiple tasks, tracking action items, adapting to shifting priorities, and meeting tight deadlines.	Highly Desirable
12.	Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable

Further Information

Further information is available from Human Resources at fax +60 82 260821, email careers@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 prior to 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: