

POSITION DESCRIPTION

Position Title:	IT Support Specialist
Cluster / Business Unit / Division	IT
Section or Unit:	IT Support
Classification:	Band 4/5
Position Description Number:	PD-2176
Job Family:	ICT & Digital Solutions
Work Contract Type:	Technical
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

As IT Support Specialist, you are primarily responsible to provide the technical support and manage all aspect of IT systems and services. The role includes responsibility for ensuring the security and integrity of computer operations and systems development.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services, and providing specialised advice to government, industry, academia, and other research organisations.

Information Technology is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and providing a range of customer services to support ANSTO's research, business activities and projects. The IT Support unit is responsible for IT service delivery, support, and the execution of large capital projects.

POSITION ENVIRONMENT

The IT Support Specialist reports to the IT Support Team Leader as a member of the IT Support team supporting ANSTO's desktop environment, liaising, and providing IT solutions to all ANSTO staff.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities – Band 4

- Responsible for providing 1st/2nd level systems support to ANSTO's user community by prioritising and resolving incidents and service requests.
- Provide a responsive customer service by liaising with customers about the status of their IT issues promptly and professionally and aid through educating, guiding and coaching until customer issues are resolved.
- Being proactive and contribute to IT service delivery and maximise ANSTO's user community productivity by meeting all Service Level Agreements (SLA), adhering to the ITIL service management model and meeting client group's requirements and requests.
- Responsible for ensuring the security and integrity of computer operations and systems development.
- Configure and deploy images, write scripts to install security patches, updates and software remotely site wide.
- Troubleshooting mobile devices and complex technology-specific issues requiring skills to think creatively and develop new approaches to resolve technical issues.

- Identify opportunities for continual improvement and provide expert advice to the organisation on new technologies and trends.
- Contribute to knowledgebase articles and Standard Operating Procedures for work within the IT Support team to maintain records of system design, processes, and changes to systems in accordance with IT policies and consistent with ANSTO's quality management system.
- Contribute to various ANSTO/IT projects and strategies as identified in the ITS work plan requiring user engagement in the implementation of business solutions and technologies.
- Liaise and work collaboratively to address, troubleshoot and resolve hardware software issues.
- Undertake additional duties as required and during period of leave of other staff.

In addition to performing all Band 4 key accountabilities, the key accountabilities for the **Band 5** position include:

- Provide 3rd level systems support to ANSTO's user community by prioritising and resolving incidents and service requests.
- Manage and support of systems on various operating systems platforms using Systems Management server. This may include Standard Operating Environment creation, configuration, writing scripts, software packaging, audit and generate reports.
- Manage the server platforms established by IT Systems Engineer team to manage mobiles, printers etc.
- Develop and document standard operating procedures for work within the IT Systems team to maintain records of system design, processes and changes to systems in accordance with IT policy and consistent with ANSTO's quality management system.
- Maintain working relationships with internal and external stakeholders to determine operational requirements, problem determination, resolutions and technological developments and trends to keep up with ever changing and complex environment.
- Responsible for analysis and resolution in the Problem Management process.
- Being proactive, identify Known Errors and raise Request for Change where necessary.

Decision Making

- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to the IT Support Team Leader and IT Systems Manager and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- Determine key work priorities within the context of agreed work plans and will consult with the IT Systems Manager on complex, sensitive and major issues that have a significant impact.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

Band 4 position includes:

- Manage and prioritise incidents, requests and tasks given constant user demand, and provide solutions ensuring availability of mobile devices, computers and applications across site.
- Liaise with customers resolving systems and mobile issues within a timely manner.
- Critical patch deployment, software update, or software remediation are in-place to ensure the security and integrity of these devices are not compromised.
- Contributing to knowledgebase articles and technical documentation, including system designs, Standard Operating Procedures, and other documents.

- Expand knowledge and keeping abreast of new changing technology given the amount and scope of technology changes.
- Adhering to all WHS requirements and IT Values and Behaviours.

In addition to Band 4 challenges, the major challenges for **Band 5** position include:

- Responsible for escalated incidents, service requests and tasks to meet SLA's.
- Conducting root cause analysis of complex IT issues requiring a methodological approach and expertise in troubleshooting.
- Ensuring integration of IT systems requirements with corporate, specialised and scientific applications across site.
- Translating Scientific Community systems requirements into functional and usable systems.
- Ensure knowledgebase articles and technical documentation, including system designs, Standard Operating Procedures, and other documentations are current.
- Working with internal and external stakeholders to determine new technological solutions and services.
- Managing computer systems using Systems Management server including image creation, configuration, writing scripts, software packaging, reporting and applying group policies.
- Managing server platforms to manage mobiles, printers, licenses etc.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	Receive guidance and direction. Provide expert, authoritative and evidence based advice. Recommend and gain endorsement for plans, goals and other initiatives. Seek specialist knowledge and guidance of a detailed technical nature.
Work area team members	Contribute to group decision making processes, planning and goals Collaborate and share accountability.
System Administrators	Collaborate on VDI SOE changes impacting the management of the underlying infrastructure. Receive mentoring and handover of SOE roles and responsibilities.
Network Engineers, IT Security, Database, Developers	To undertake work coming out of system development and deployment activities in support of various enterprise IT systems.
Operations Service Desk/User community	To undertake work coming out of issues, requests and changes logged with the Operations Service Desk.
External	
Vendors	Liaise and work with to address hardware/software issues

POSITION DIMENSIONS

Staff Data	
Reporting Line	IT Support Team Leader
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) Working in a loud environment
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions May be required to perform duties in an area where radioactive materials are handled under tightly controlled safety conditions
Linked Role	The transition from Band 4 to Band 5 will occur following a review and consultation with management. Transition is not automatic and compliance with key accountabilities and criteria will need to be demonstrated, well documented, and assessed by IT Management and approved by the CIDO.
Hours:	Willingness to work extended and varied hours based on operational requirements. This role will be required to work as member of a team providing coverage from 8am to 5.30pm After hours work may be required for short and infrequent periods May be required to participate on an on-call roster 24x7x365
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Will be required to obtain and maintain appropriate federal government clearance

Workplace Health & Safety	
Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers Officer (definitions found in appendix 1 of AG-2362) Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

The knowledge, skills and experience for the position include:

1. Degree in Computer Science or Information Technology and/or equivalent combination of industry experience/qualifications, including knowledge of ITIL concepts.
2. Demonstrated experience in providing Level 2 technical systems support identifying and troubleshooting network connectivity, IT systems and its applications, including mobile devices, video conferencing solutions.
3. Demonstrated experienced supporting desktop, laptop and VDI platforms using SCCM, Intune, VMware Horizon or similar technology.
4. Strong customer service focus and up to date with new technologies to provide advice and develop new approaches to resolve issues.
5. Demonstrated customer service experience with strong verbal and written communication skills.

6. Willingness and ability to work as part of a team, including the ability to work in a cross-functional team.
7. Proven ability to work professionally with initiative and minimal supervision.

In addition to the above requirements Band 5 requirements are:

1. Industry certification and/or equivalent experience on multiple operating systems platforms.
2. Demonstrated experience in providing Level 3 technical systems support solving high-end complex technical issues and identify opportunities for continual improvement.
3. Experience in the following areas: SOE imaging, application packaging, scripting, group policies, drive encryption, antivirus, and firewall.
4. Advanced knowledge to manage and support desktop, laptop and VDI platforms using SCCM, Intune, VMware Horizon or similar technology.
5. Experience in managing server platforms for mobiles, printers, licenses etc.
6. Experience with Certified Systems would be advantageous, and Computer Validation Certificate is desirable.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Tet Tjang	Name:	Marianne Morton
Title:	IT Support Team Leader	Title:	CIO
Signature:		Signature:	
Date:		Date:	