

POSITION DESCRIPTION



Position	IT Technical Officer
Level/Classification	HEW0606
Reports to	IT & Media Team Leader
Unit	College Technical Services
Directorate	College Professional Services
Positions Supervised	Nil

Position Purpose

To deliver technical support and services in teaching and research within the Discipline Group of Information Technology, Media and Communication, specifically in the Discipline of Information Technology.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

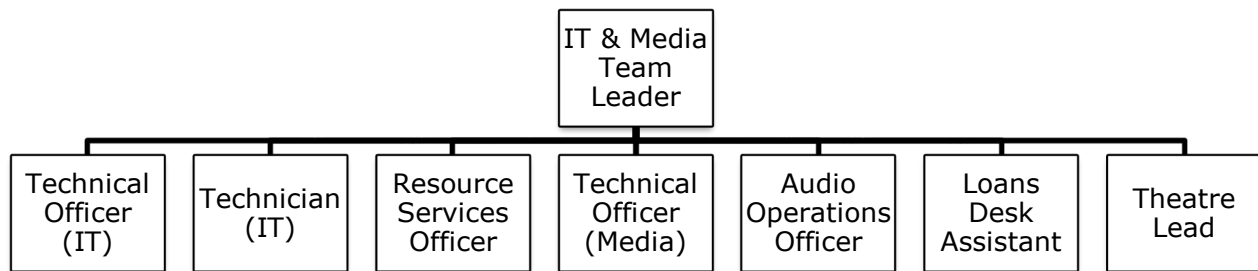
The Discipline of Information Technology at Murdoch University actively undertakes teaching and research in all areas of Information Technology. We have a strong record in developing industry links enabling relevant research opportunities.

The Discipline of Information Technology offers world-class education. The Discipline's programs build on Murdoch's vast experience in scientific training and research and provide our graduates with a lifelong career path. The Information Technology discipline offers a wide range of undergraduate and postgraduate courses for future and existing IT professionals, both in Perth and transnationally in Singapore and Dubai.

Whether teaching, research or external engagement activities, the Media Arts Support Team manages the technical requirements that service the needs of the Discipline Group of Information Technology, Media and Communication and the wider Colleges Communities.

Reporting Relationships

(Use diagram to describe the position's reporting relationships. Please note bullet points or names should not appear.)



Key Responsibilities/Duties

1. Manage the procurement, installation and maintenance of the IT Discipline's Physical and Virtual IT infrastructure including (but not limited to) servers, network infrastructure, storage infrastructure, supporting infrastructure (UPS & Cooling), IoT infrastructure, licenses, SSL certificates and applications. This includes monitoring and backup of the relevant systems.
2. Manage the procurement, installation and maintenance of the Virtual and Physical IT Discipline Computer Labs hardware and software.
3. Enforce security policies, working with security to ensure a safe work environment for staff and students; with an emphasis on integrating with the ITS managed domain to standardise access control by making use of SSO. This includes maintaining the discipline's Active Directory Organizational Units and Group Policy ensuring that users have the appropriate access to resources.
4. Prepare user, systems, program, and support documentation to the required standard and provide users with software support and training. This includes developing and maintaining the discipline's SharePoint repositories hosting course content, file sharing and documentation.

5. Keep up to date with current technologies to provide relevant advice and assistance on IT hardware and software, to Academic staff for Teaching and Research activities.
6. Assist IT academic staff with the development and setup of outreach activities and displays.
7. Liaise and collaborate with central IT Services to achieve the procurement, security, and configuration tasks, under their Murdoch University Policy directed control.
8. Carry out and assist with other duties as directed by the line manager.

Selection Criteria

Essential

1. Completion of a degree in computer science, information technology or related fields with subsequent relevant experience.
2. Demonstrated ability to maintain and support a variety of computing environments (including virtual servers) running under different operating systems including Windows, Linux and OSX.
3. Demonstrated ability to configure IT Infrastructure and communicate technical information to peers and layman clients.
4. Relevant experience in installing, configuring, upgrading, and troubleshooting of software and hardware used in Computer Science, Game Development, Networking and Security, Mobile Applications Development, Virtual, Augmented and Mixed Reality, and artificial intelligence.
5. High interpersonal skills and the ability to work under pressure and to prioritise tasks.

Desirable

1. Knowledge of Python and Raspberry Pi software development and hardware interfacing
2. CCNA Certification.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. The occupant of this position will be required to undertake a criminal record check in accordance with the University's Employee Background checks procedure.
3. Ability to work outside of normal office hours when required.

General Obligations

- While at work, an employee must:
- Take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- Report incidents, injuries and hazards;
- Comply with any reasonable instruction that is given by Murdoch University; and
- Comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.