# APPLICANT INFORMATION PACKAGE

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ACN 070 055 935 | ABN 19 070 055 935

Thank you for your interest in applying for the Junior Systems Support position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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## SNAPSHOT OF EMPLOYEE BENEFITS

### Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements including remote work.

### Generous leave entitlements

**50 days** sick leave with conditions 

**Family & community** services leave 

**Study** support leave 

**Concessional** days 

### Above-standard employer superannuation contributions

| | | | |
|---|---|---|---|
| UAC permanent employees | **17%** | UAC fixed-term | **17%** |
| Casual employees | **10%** | | |

### Competitive remuneration

We reward our staff for their hard work with competitive remuneration and salary packaging benefits.



| | **Total annual package** |
|---|---|
| Junior Systems Support (12 month fixed-term appointment) | $84,338- $89,148 pro rata |

### Health and wellbeing

Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:



- annual health checks and flu vaccinations
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

## READY TO APPLY?

**Email us your:**

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

# POSITION DESCRIPTION

| | |
|---|---|
| **POSITION TITLE:** | Junior Systems Support |
| **HEW LEVEL:** | Grade 4 |
| **DEPARTMENT/UNIT:** | Information Technology – IT Operations |
| **SUPERVISOR/ MANAGER:** | Firaz Osman, IT Operations Manager |
| **WRITTEN BY:** | Firaz Osman |
| **DATE WRITTEN:** | January 2018/updated April 2022 |
| **INCUMBENT:** | Vacant |
| **APPROVALS:** | Dudley Collinson<br>Chief Information Officer |

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## 1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, BA/QA Office, IT Operations, Product Engineering Office, Project Management Office and Service Management Office.

- The BA/QA Office translates technical specification, develops business processes documentation, and performs quality assurance.
- The IT Operations Unit provides infrastructure, systems and support services to internal and external stakeholders, data management and IT security.
- The Product Engineering Office provides services across the entire product life cycle and comprises of product management, architecture and software engineering units.
- The Project Management Office develops project specifications, scopes and manages delivery of UAC projects.
- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

## 2. JOB PURPOSE

The Junior Systems Support is responsible for providing IT help desk support to UAC staff and, at times, to staff at participating universities. The position acts as first point of contact for all general technical queries and helps with configuring workstations for new and existing employees.

The Junior Systems Support also assists in the installation, maintenance and administration of the UAC Windows network, enhancing and maintaining desktops, laptops and mobile hardware.

As appropriate, the position is also given opportunity to assist with new projects and other initiatives which have the potential to improve UAC's systems services.

## 3. REPORTING AND OTHER RELATIONSHIPS

The Junior Systems Support reports directly to the IT Operations Manager, with day-to-day supervision and allocation of work provided by the Systems Administrators. The position has no direct reports.

The position is required to liaise with internal stakeholders at all levels. The position may be required to liaise with staff from our participating universities, and with various external service providers.

## 4. DIMENSIONS

- There are approximately 30 institutions that access UAC systems.
- There are approximately 160 local users at UAC and 800 remote users at the participating institutions.
- There are approximately 150,000 applications through UAC systems per year.
- All production, web hosting, email (O365), database engines and data warehouse servers are mixed of Windows and Linux operating systems, all are virtual.
- Within UAC, all desktops are DELL, running Windows OS and the laptops are a mix of DELL and MAC, running Windows OS and Mac OS
- SAS (data warehouse) is used by the institutions for their reporting needs.
- UAS is written in Java using the Wicket/Spring and iBatis frameworks. There are many ancillary systems that sit alongside and within UAS.
- Web applications are written in Java, Groovy, Grails JSP.

## 5. MAJOR TASKS

1. Provide IT help desk support to UAC staff, and at times, to staff at participating universities who use UAC systems.
2. Act as first point of contact for general technical queries and troubleshoot system issues associated with various software such as Windows 10, Mac OS and windows-based applications
3. Assist in the installation, maintenance and administration of the UAC Windows network, desktops, laptops and mobile hardware.
4. Maintain the computer room, storage room and assist in the process of leased IT equipment. This involves returning leased equipment and the replacement of equipment which meet staff needs.

5. Develop a good understanding of UAC systems design and business processes.
6. Keep abreast of relevant trends and developments in network and data communications and PC technologies and attend training courses when required.
7. Provide general support to the Systems Administrators and IT Operations Manager, as required.

## 6. PRINCIPAL ACCOUNTABILITIES

The Junior Systems Support is accountable for:

1. The quality of advice and helpdesk support provided, using appropriate communication skills, in a timely manner that meets the needs of the user.
2. The successful delivery of allocated tasks/work assignments in accordance with agreed specification and timeframe.
3. Demonstrating sound judgement and a level of expertise commensurate with the position to solve problems.
4. Supporting the systems function at UAC in a professional and effective manner.
5. Developing a good understanding of UAC systems and business processes.
6. Maintaining confidentiality on all UAC and stakeholder information as appropriate.

## 7. CHALLENGES AND CONSTRAINTS

Working within a small team, this position is very hands on, and the Junior Systems Support must be able to juggle a range of tasks in a busy environment. The ability to move from one task to another while keeping sight of key priorities is a major challenge.

A challenge for the Junior Systems Support is working with several technical and non-technical stakeholders and being able to correctly resolve queries and issues through effective communication, problem solving and having the ability to adapt quickly to constantly changing requirements.

The Junior Systems Support needs to keep up to date with emerging technological trends and be able to apply this knowledge to meet the changing business and user needs.

## 8. EDUCATION AND EXPERIENCE

Completion of a diploma level qualification with relevant work-related experience OR an equivalent combination of relevant experience and/or education/training.

## 9. SELECTION CRITERIA

### Essential

1. Completion of a diploma level qualification with relevant work-related experience OR an equivalent combination of relevant experience and/or education/training.
2. Strong IT competency with good knowledge of Microsoft products, Windows-based operating environment, networking and administration.
3. Excellent problem solving and troubleshooting skills at the technical level.

4. Excellent interpersonal and communication skills, including the ability to engage with all levels of staff and explain technical issues to non-technical users.
5. Ability to work within a small team but also to work independently when necessary on allocated projects.
6. Excellent time management with an ability to adhere to internal and externally driven deadlines.

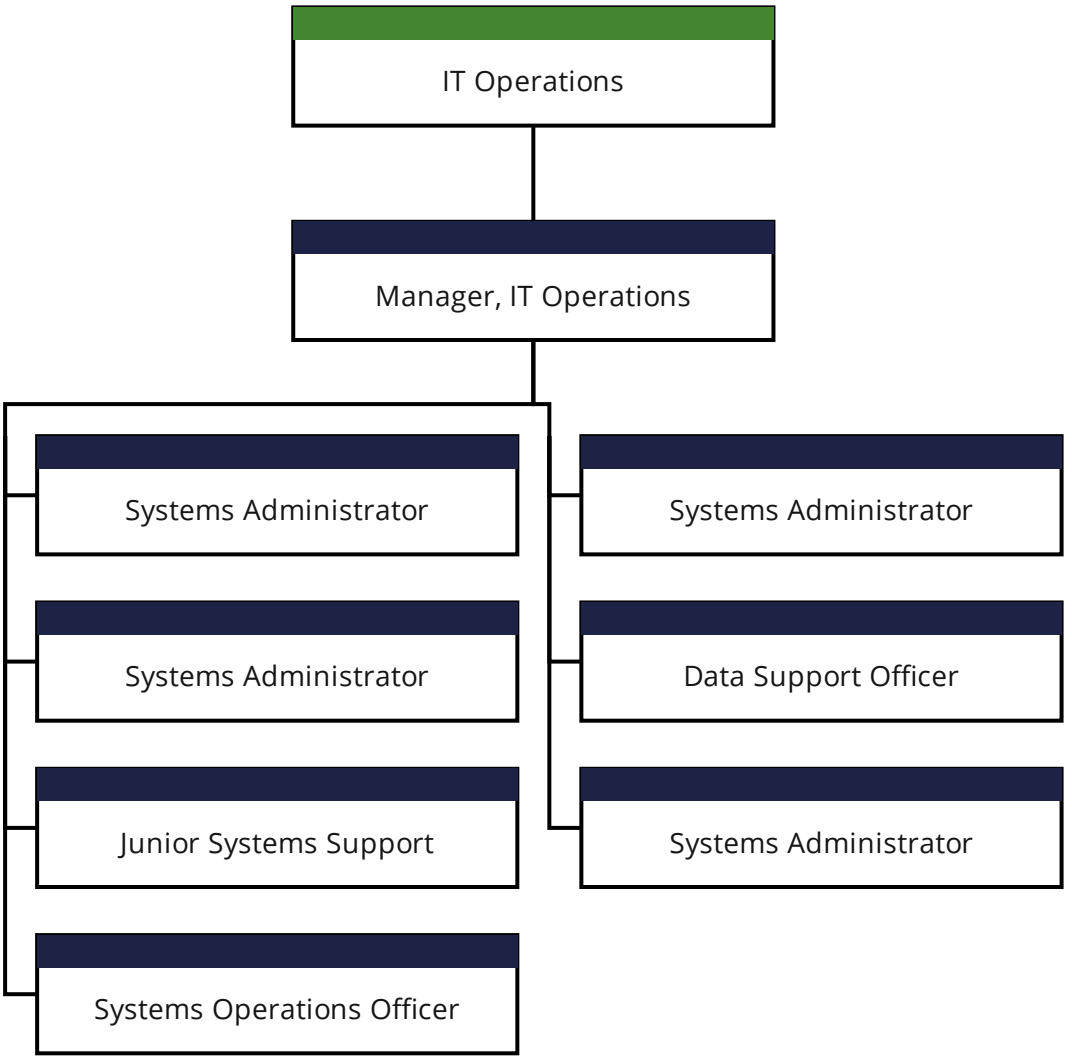
### Desirable

1. Knowledge of Linux System Administration.
2. Knowledge in Crowdstrike end point protection.
3. Understanding of UAC and its role in the Tertiary Education Sector.

**Employee _____ Date _____**

# UAC Organisation Chart 2021/2022

IT Operations as at 8 June 2022



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UNIVERSITIES ADMISSIONS CENTRE.

# PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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