

## POSITION DESCRIPTION

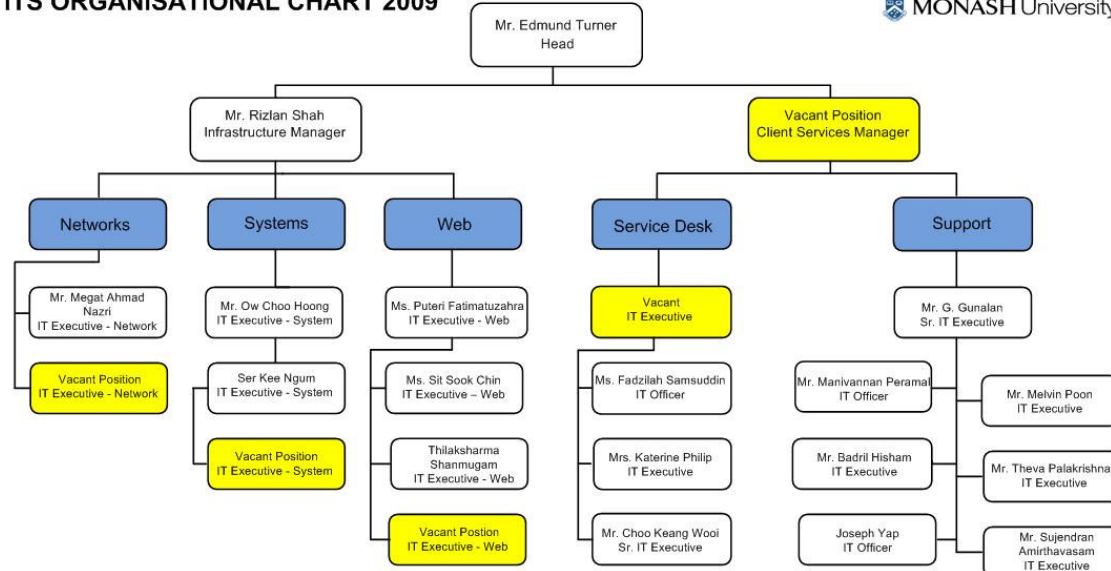
### ORGANISATIONAL CONTEXT:

Monash University Sunway Campus, Malaysia (MUSCM), located at Bandar Sunway with a medical school at Johor Bahru, was established in 1998 as a partnership between Monash University Australia (MUA) and the Sunway Group. The university complies with the standards prescribed by the Ministry of Higher Education, Malaysia. The university offers undergraduate and postgraduate degree programs in six academic Schools: Arts and Social Sciences, Business, Engineering, Information Technology, Medicine and Health Sciences, and Science. It has a number of administrative departments providing a full range of technical, information technology and other services in support of the university's academic programs. The university has more than 3,800 students and over 400 academic and administrative staff. Student numbers are expected to grow to over 6,000 students.

The IT Services department at MUSCM is responsible for the provision of all IT services to all Schools and administrative groups at the Campus. Unlike the Australian campuses, this department not only supplies all core IT infrastructure but also provides the IT support services to the Schools, the Library and all student spaces.

Reporting to the Networks Manager, this role is responsible for assisting the manager in provision and ongoing performance of the entire IT infrastructure at the Malaysian site(s). This is a mid-level technical job requiring detailed knowledge and hands-on experience across a broad range of IT infrastructure areas. This position is also responsible for providing network support to staff and students. This position does not have direct financial delegation.

**ITS ORGANISATIONAL CHART 2009**



## KEY RESULTS AREAS AND RESPONSIBILITIES:

### Data network infrastructure and support.

- Provide operational support and development of all network systems including LAN, WAN and Wireless.
- To liaise with external vendors on support related issues and new product demo.
- To liaise with ITS staff based at Monash Australia to seek assistance and resolve issues.
- Analyse and resolve hardware problems associated with the network infrastructure including cabling systems and equipment.
- Install and maintain network cable plant and equipment.
- Provide diagnostic, resolution and problem escalation for network services issues.
- To liaise with external vendors on support related issues and new product demo.
- Monitor networks to ensure confidentiality and integrity of data and availability of all network services.
- To assist in identifying and assessing IT security risk/exposure on new and existing infrastructure, investigating and recommending appropriate corrective actions that needs to be taken.
- To develop, update and improve the network systems documentation and procedures.

### Video and Telecommunications

- To provide support for video conferencing services, which require communication and cooperation with ITS personal in Monash Australia and others external parties.
- To ensure overall continuous operation of campus telephony PABX system, including call billing and voice mail services.

### Business Continuity & Disaster Recovery.

- To support and assist Business continuity procedures.
- To ensure network systems are maintained to provide maximum availability.
- To develop methods of configuration management for quality control and recovery purposes.
- Ensure Disaster Recovery documentation is kept up-to-date.

### General IT Support

- Provide direct IT support to staff, students and visitors of MUSCM.
- Provide remote IT support to staff and students of MUSCM off-site campuses.
- Ensure that prompt, professional and courteous service is provided and maintained for both personal and telephone support.
- Ensure systems, networking and educational technology are maintained and supported, where appropriate.
- Promote the efficient use of IT facilities and technology within the university.
- Provide accurate logging of IT support carried out. This IT support log contributes to internal support knowledge base and case history tracking purposes.
- Perform software and hardware audits.

### Systems Development & Improvement

- To manage small projects to deliver value added services on behalf of Monash University Malaysia.
- Explore and evaluate opportunities to make recommendations that contribute to the continuous improvement of the support and services provided by ITS.

### Team membership and support for unit and campus goals

- Maintain a good general knowledge of the organisational structure, an understanding of the objectives of the Networks area and of relevant ITS, campus and University policies and procedures.
- As directed by the Networks Manager:
  - Contribute to achievement of unit objectives specified in the ITS annual development plan.
  - Meet quality standards specified in the ITS service level statement.
  - Report on progress against objectives and standards.
- Explore, evaluate and recommend opportunities to contribute to the continuous improvement of the support and services provided by ITS.
- Participate in the campus performance management and development scheme as per the timetable set by HR and actively contribute in six monthly performance management reviews.

## **KEY SELECTION CRITERIA:**

- A tertiary qualification in relevant computing discipline field or significant progress towards completion of a tertiary qualification and significant related working experience or, an equivalent, alternate combination of relevant knowledge, training and/or experience.
- Knowledge of Microsoft Windows Desktop & Server operating system, office suites and other productivity software.
- Working knowledge in networking fundamentals.
- Ability to work with minimal supervision, and to exercise initiative and independence on a regular basis, to manage own time, setting priorities, planning and organising work to achieve specific objectives efficiently and within the resources and deadlines set by more senior positions.
- Ability to work effectively and cooperatively in a team environment.
- Good written and verbal communication skills.
- Ability to calmly troubleshoot issues at hand, prioritize requests and resolve inquiries in a quick and efficient manner.
- A good understanding of University's operational guidelines, principles and policies.
- Possession of a Malaysian driving license.

## **OTHER JOB RELATED INFORMATION:**

- Work overtime as required (Weekends and after working hours).
- Attend regular and on-going training as required.
- Undertake related IT certification courses (MCSE/CCNA).