



POSITION DESCRIPTION

JOB TITLE	IT Support Officer (Level 1)
BUSINESS UNIT	UNE Life
REPORTING TO	Head, Business Development & Digital Operations
LOCATION	Armidale
CLASSIFICATION	Award free
DATE	May 2026
JOB CODE	FIN05

PURPOSE OF THE POSITION

The IT Support Officer (Level 1) provides first-line technical support to UNE Life staff across all business units. This role is responsible for responding to general IT queries, setting up hardware, installing software, and resolving visual display issues in a timely and professional manner.

Working under the direction of the Head, Business Development & Digital Operations, the IT Support Officer follows established procedures and guidelines to ensure staff have access to reliable and functional IT equipment and systems. The role requires strong communication skills, a methodical approach to problem solving, and a commitment to delivering responsive and helpful service.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

Technical Support

1. Respond to and resolve general IT queries from staff in a timely and professional manner
2. Set up and configure hardware including computers, monitors, printers, and peripherals
3. Install, configure, and update software in accordance with organisational standards
4. Troubleshoot and resolve visual display issues including monitor connections, resolution settings, and display configurations
5. Escalate complex or unresolved issues to the Head, Business Development & Digital Operations as required

Asset and Documentation Support

1. Assist with maintaining accurate IT asset records and registers
2. Record all support requests and resolutions in the IT ticketing system
3. Contribute to the development and maintenance of IT support documentation and knowledge base articles

Collaboration and Communication

1. Provide clear, jargon-free guidance to staff on IT matters



2. Work cooperatively with the Head, Business Development & Digital Operations and other UNE Life colleagues to support organisational IT needs
3. Communicate proactively with users regarding the status of their support requests

Data Security & Confidentiality

1. Maintain strict confidentiality and handle sensitive employee and organisational data with discretion, ensuring compliance with privacy regulations and organisational policies regarding data protection and confidentiality

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values in all interactions
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.

KEY RELATIONSHIPS

- Direct Reports:
 - N/A
- External Stakeholders
 - UNE
 - Community
 - Government bodies
 - Contractors
- Internal Stakeholders:
 - UNE Life Staff/ Users
 - Head, Business Development & Digital Operations

SELECTION CRITERIA

1. Completion of Year 10 or equivalent, with relevant work experience; or completion of Year 12; or an equivalent combination of experience and training
2. Basic to intermediate knowledge of computer hardware, software systems, and common troubleshooting techniques
3. Demonstrated ability to follow established procedures and guidelines to resolve routine IT issues



4. Effective communication and interpersonal skills, with the ability to explain technical matters clearly to non-technical users
5. Ability to prioritise tasks, manage time effectively, and work cooperatively within a team environment
6. A willingness to participate in structured on-the-job training and professional development
7. Hold a current National Police Certificate or a willingness to undertake a National Police Check, if required

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

