Swinburne Bookshop Co-Operative Ltd.

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bookshop.swin.edu.au

POSITION DESCRIPTION

Position Title: Systems Administrator / Buyer
Classification: Higher Education Worker Level 5 (final rate dependant on experience / qualifications)
Department: Swinburne Bookshop Co-Op
Division: Swinburne Bookshop Co-Op
Date of Preparation: 14th May 2007

Swinburne Bookshop Co-Operative is a multi-campus organisation, which retails a broad range of education and general materials to its members and to the Swinburne University Community.

The position is that of Systems Administrator at the Swinburne Bookshop Co-Op Ltd. at Hawthorn and its branches located at Prahran, Lilydale, Croydon and Wantirna. The position is responsible for providing Help Desk, PC Support and consultation services for all branches of the Swinburne Bookshop Co-Operative.

The secondary position of Software buyer.

JOB SUMMARY

The position of Bookshop Systems Administrator is required to manage the Bookshop’s Unix server, PC network, Point of Sale systems, Printers, some website maintenance work and software. Reporting to the Manager, Swinburne Bookshop Co-Operative, the position is required to provide a high level of customer service specifically with respect to the installation and configuration of user hardware and software and the development of a web-based bookshop site. The incumbent will have substantial experience in the setting up and maintenance of hardware, software and website maintenance.

The position is also expected to have a good understanding of the customer’s perspective, and where required provide some initial training and guidance with respect to the selection of PC hardware and software to meet specific needs. The incumbent will be required to work in a team environment within the Swinburne Bookshop Co-Operative. The position will work across all campuses of the University as required.

Software buying and some supervision of its web-based bookshop is a secondary aspect of this position, training will be provided.

DUTY STATEMENT

Under limited supervision the position is required to undertake the following duties.

1. Install and maintain the servers, PCs and associated services such as printers and POS.
2. Install new or upgrade versions of application and systems software in the Co-Operative stores.
3. Analyse network and computing problems as they occur during normal daily operation, and where possible, provide solutions or recommend solutions and report these to the appropriate people.
4. Design and implement computer programs that will assist in data analysis for the bookshop staff.
5. Install, configure and maintain personal computers under the control of IT Dept. Swinburne.
6. Prepare user documentation and provide initial user training with respect to access to application packages.
7. Prepare technical documentation on the configuration and setup of the equipment used by the Bookshop.
8. Assist in the evaluation of computer software and hardware.
9. Ensure that the backup schedule is maintained and perform restorations when necessary.
10. Assist in the management of the retail operation.
11. Liaise with suppliers for the provision of spare parts and the purchase and distribution of consumables.
12. Liaise with outsourcing & support companies, in particular Unilink Data Systems, TRT, to ensure consistent operation and improvement of the Bookshop computer systems.
14. Plan and co-ordinate Bookshop stocktakes and assist in the analysis of reports.
15. Purchase and maintain stocks of Software products for retail.

Other duties as directed by the Manager, Swinburne Bookshop Co-Operative.

POSITION PARAMETERS

1. SUPERVISION AND ACCOUNTABILITY

   The position reports to the Manager, Swinburne Bookshop Co-Operative, and is required to perform his/her duties with limited daily supervision. The incumbent is accountable for maintaining and ensuring the reliable operation of the Bookshop’s computer resources, and is expected to demonstrate a commitment to customer support in the performance of the above duties.

2. RESOURCES/BUDGETS MANAGED

3. PARTICIPATION ON COMMITTEES

   The position requires the incumbent to participate in any committees relevant to the function of the Bookshop’s computer system, including University committees and Bookshop Users groups.

SELECTION CRITERIA (Mandatory unless otherwise specified)

1. KNOWLEDGE

   1.1 Formal Qualifications

      A relevant tertiary qualification in Computer Science or Information Technology is desirable.

   1.2 Experience

      Substantial experience in the configuration and maintenance of IBM compatible computers and peripherals.

      Substantial experience with the installation of Microsoft Windows XP, and PC applications such as Microsoft Word, Excel etc.

      Experience in direct client support role, specifically in the area of PC and network services.

      Experience with Unix (AIX) environment is desirable.
Experience with network devices and Ethernet cabling standards.

Experience with CABS / Booknet Software is desirable.

Experience with Network applications such as Telnet, FTP, WWW, TCP/IP is desirable.

WEB development and implementation experience

1.3 Communication/Interpersonal Skills.

Good oral communication and interpersonal skills and an ability to liaise effectively with a wide variety of staff and students. Ability to work as a member of a team as well as independently. Good written communication skills.

1.4 Organisational Knowledge

Previous experience in a Tertiary education environment would be highly desirable, coupled with a good understanding of the operation and structures of such organisations.

Ability to plan and schedule own tasks and execute them in order of their priority and importance.

1.5 Other Training, Skills and Knowledge

A commitment to user services and a desire to constantly improve the level of service provided. An understanding of and empathy for the customer perspective.

Exposure to new and emerging technologies particularly with respect to personal computing and networking.

Own vehicle an advantage, but not essential.

2. JUDGEMENT/PROBLEM SOLVING

This position uses its own discretion and independently resolves problems on a daily basis within the area for which it is responsible. As such the position requires initiative and analytical and problem solving skills. The incumbent consults with the Manager, Swinburne Bookshop Co-Operative, or one of the outsourcing companies if a situation or problem arises which is beyond the skills of the incumbent or not governed by policy or precedent.

FURTHER INFORMATION

For further information please contact, Rolf Wilkens, Manager, Swinburne Bookshop-Co-Operative, on telephone 9214 5495.

DATE POSITION DESCRIPTION PREPARED AND/OR AGREED

Occupant: (If applicable) ___________________________ Date: ________________________

Supervisor: _____________________________________ Date: ________________________

Head of Department: ______________________________ Date: ________________________

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