

## Be the first point of contact for students undertaking examinations, providing timely advice and technical support in a high pressure environment

### Skills Required

- Education background in IT, IS, Computer Science or Software Engineering
- Excellent communicator able to listen to and instruct students and provide excellent customer service
- Able to follow process, instructions and scripts
- Able to remain calm under pressure and work autonomously in a fast paced work environment

### HEW5 IT Help Desk Support (217 positions)

- **Pay rate:** Casual loaded rate of \$46.23 p/hr + super
- 5 - 7 hour shifts between 7.30am and 10.30pm,
- Minimum 3 shifts per week preferred Monday to Friday
- Follow due process in assisting students with Level 1 IT support including diagnosing problems, troubleshooting and escalating to subject matter experts when necessary
- Strong customer service ethic with ability to listen carefully and guide students through a process to resolve issues
- Able to remain calm under pressure and work autonomously in a fast paced work environment

### HEW3 IT Logistics Support (20 positions)

- **Pay rate:** Casual loaded rate of \$36.98 p/hr + super
- 8 hour shifts. Shift A 7.30am - 3.30pm | Shift B 2.30pm - 10pm
- Minimum 3 shifts per week preferred Monday to Friday
- Contribute to the management and deployment of 1200 laptops to students on Clayton campus
- Responsible for restocking and delivering devices to multiple examination venues
- Able to remain calm under pressure and communicate effectively with colleagues and students

### DETAILS:

- **Dates:** Monday 7 June – Friday 25 June, 2021
- **Time:** The work is required to be performed between Monday – Friday with three different shift arrangements (morning, afternoon, evening) for IT Support and 2 x 8 hour shifts for IT Logistics Support
- **Location:** On site at Monash University, Clayton Campus
- **Pay rate:** Casual loaded rate of \$36.98 – 46.23 p/hr + super (See roles for pay rate)
- **Payroll:** Staff will be paid through Monash Talent's payroll provider, Entity Solutions. If you are successfully selected to participate, further details will be shared in relation to completing timesheets and pay periods

## FAQs

What are the role requirements?

*Please review the job description for the particulars*

*All successful candidates must possess a valid EMPLOYEE Working with Children Check*

Where will I work? Location & Measures:

*This work will be performed on campus in Clayton. In line with current health advice, Monash University has implemented a number of initiatives designed to ensure your safety, including:*

- Implementing physical distancing guidelines and signage for all learning, research, work and community spaces on campus. Each space has been reviewed for adherence with physical distancing laws and activities have been adjusted accordingly.
- Increasing cleaning on our campuses, including regular disinfection of high-traffic community spaces (including bathrooms and kitchens), and cleaning learning and research spaces in between each activity.
- Increased hand sanitiser stations across our campuses.

What is your recruitment process?

*After submitting an Expression of Interest form you will be contacted by a Monash Talent staff member who will conduct a 20 minute phone screen interview to determine your suitability. A reference check will also be completed prior to any offer of employment.*

What training will be provided?

*You will be required to attend compulsory (paid) training online via live webinars in the week commencing 17 May, 2021 including*

- Monash eAssessment and invigilation platform training provided
- *Return to campus online training*
- *Building / OHS training*
- *Compliance modules training*

## QUERIES

Please email: [graduates@monash.edu](mailto:graduates@monash.edu)