Local Information Technology Support Staff group (LITSS)

Tuesday 26 February 2013

TERMS OF REFERENCE

Aims

- Provide specific locally-based IT services for ANU staff, postgraduate students and affiliates. That is, creating and maintaining email, unix and web publishing accounts, including:
  - changing maildrops
  - resetting passwords
  - setting vacation mail
  - suspending accounts
- First point of contact for staff members who need IT support, with the following requirements:
  - Each business area (academic unit/administrative division) is responsible for ensuring that adequate IT support is provided
  - LITSS should have the appropriate skills and training to meet the current and future needs of their local community
  - They should have relevant experience and/or formal IT qualifications

Membership

- LITSS is comprised of any ANU staff with OLAMS access. This access is subject to review by relevant College IT Managers, or DoI Associate Directors.

Engagement

- It is a communications channel for technical advisory emails (litss@anu.edu.au)
- LITSS staff will receive both LITSS and ANU IT Forum communications, and it is expected that LITSS staff will pass on any relevant advice to the group they support, revised into an appropriate format, length and technical level for that group