

# ICT Support Site Leader

Location: Wollondilly Anglican College

The Anglican Schools Corporation caters for the academic, spiritual, and pastoral needs of over 18,000 students in NSW, ranging in age from four to eighteen years. Currently operating 18 independent schools, the Corporation provides high-quality education delivered in a nurturing, caring, Christian environment.

We are seeking an experienced IT Support Site Leader to join our Information & Communication Technology team. Reporting to the ICT Support Manager. You will be responsible for leading the coordination, management and resolution of all ICT requests and incidents received at the College. You with an ICT Support Officer will be the first point of contact for all ICT issues and provide 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> level support to staff and students at Wollondilly Anglican College. You will support computer hardware & software systems including but not limited to laptops, desktops, tablets, telephones, printers, and classroom audiovisual. You will troubleshoot issues relating to server, storage and networking infrastructure. You will also have responsibility for maintaining systems documentation including assets & knowledge base articles, managing user accessibility, and assisting with project-based installations and configurations. Being the Site ICT contact at the college, you will be interacting daily with students, parents, teachers, support staff, college executive, vendors and the remote ICT Team. This demands exceptional levels of communication and professionalism. The highest degree of responsibility, responsiveness, ownership and coordination of problems is expected, ensuring incidents are promptly addressed through to resolution, while providing timely and succinct communication to all appropriate stakeholders. You will be supported by an experienced Team and have an opportunity to develop your skills in this industry.

## **Applicants must possess:**

- Ideally, a minimum of 5 years of technical helpdesk support experience, preferably in a school setting
- Experience in a team leader position
- A broad range of strong troubleshooting skills across desktop, server and network
- Clear and exceptional verbal and written communication skills
- Proficiency in articulating technical and non-technical concepts effectively to a diverse audience, including senior executives and professionals from various fields
- Certifications in Windows 10/11 and MacOS with proven experience with end-user devices
- A deep knowledge of the Microsoft 365 suite
- Ability to work independently and in a team
- Highly motivated self-starter who demonstrates initiative, ownership, and accountability for their tasks
- The highest level of professionalism, shown through punctuality, attention to detail and the ability to thrive in a fast-paced environment

## **Responsibilities include:**



## The Anglican Schools Corporation

- Provide technical assistance and support for queries and issues related to computer systems, software, and hardware
- Receive, log, and manage requests for support via the IT helpdesk software
- Install and commission desktop/laptop systems and routine upgrades
- Maintain relevant systems and procedural documentation
- Monitor the implementation of new systems and ensure all are running satisfactorily.
- Communicate regularly with the ICT team
- Actively support the Christian mission and values of the College

### **Applications:**

The Anglican Schools Corporation is a Child Safe Organisation, putting the interests of children and young people first. All appointments at the Anglican Schools Corporation are subject to Child Protection Legislation. Applicants who meet the above criteria should email a covering letter and CV, which will include the names and contact details of two professional referees.

General enquiries and applications can be emailed to [recruitment@tasc.nsw.edu.au](mailto:recruitment@tasc.nsw.edu.au)

If you want to discuss the role in more detail, Mr Matthew Gebran, ICT Support Manager, can be contacted at (02) 8567 4000.

**Mission** – To provide affordable quality Christian education

**Vision** - Serving Christ by equipping students for His world



## Position Description

The Anglican Schools Corporation

### Group Office Position Description

Group Office is a shared administrative and advisory office of the Anglican Schools Corporation, providing services for its schools across New South Wales.

#### Position Title:

<b>Employee Name</b>	
<b>Department:</b>	Technology Services - Operations
<b>Reports to:</b>	Manager; ICT Support
<b>Key working relationships:</b>	ICT Support Officer, ICT Support Team Leader, ICT Infrastructure Engineer's, ICT Support Officer's, College Staff and Executive
<b>Position Purpose:</b>	To ensure the effective operation of the ICT service delivery function within Wollondilly Anglican College.
<b>Key Challenges</b>	Leading the day-to-day ICT operations at the college while being alert to the local need for expert support from staff, students and parents, endorsing team culture change with the implementation of service level agreements, Improving the responsiveness and customer service focus towards end-user support needs
<b>Key Result Areas</b>	Completion of user requests in a timely manner, User satisfaction in relation to request resolution is high, and SLA is adhered to.

Key Tasks	Performance Measures
<b>General Operations</b> <ul style="list-style-type: none"> <li>Actively manage user requests</li> </ul>	<ul style="list-style-type: none"> <li>Helpdesk queue is maintained at minimal levels at all times</li> <li>Resolution times are competitive within the local ICT context and the wider Corporation's context</li> <li>Communication and transparency are demonstrated with users</li> <li>Troubleshoot all technical issues before escalating with a willingness to learn and expand skillset</li> </ul>
<b>Relationships &amp; Communication</b> <ul style="list-style-type: none"> <li>Build strong working relationships with all end users</li> <li>Timely, professional &amp; effective communication</li> <li>Integrate into the college culture by nurturing strong working relationships</li> <li>Act as a conduit between the college and the wider ICT team</li> <li>Leadership of ICT Support Officer</li> </ul>	<ul style="list-style-type: none"> <li>Superior verbal &amp; written communication skills: professional, timely &amp; effective</li> <li>Strong working relationships with all users</li> <li>Ensuring the ICT Support Officer is achieving KPI's through strong leadership</li> <li>Ability to translate and understand customer requests and frustrations around technology into actionable and favourable outcomes</li> <li>Integrate into the college community by actively engaging with staff and students</li> <li>Ability to escalate support matters in a productive manner</li> <li>Ability to work through issues with college &amp; GO staff, receiving positive feedback</li> <li>Ability to follow instructions from ICT Support Manager and higher management</li> <li>Be alert and communicate the local need for change and improvement</li> </ul>
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Support end user hardware &amp; software</li> <li>Manage support requests in accordance with agreed SLA</li> <li>Active resolution of end-user support requests</li> <li>Leadership, responsibility and ownership of all ICT incidents and requests</li> </ul>	<ul style="list-style-type: none"> <li>Issues with end-user hardware and software are resolved</li> <li>Support requests are prioritised, responded to and resolved in accordance with the 'Support Team Manual' (SLA)</li> <li>Appropriate feedback is delivered to users at the 'in progress' and 'completion' stages of support requests</li> <li>The workload is managed in a productive manner, utilising the skills of</li> <li>Manage support tickets with alignment to KPIs</li> <li>Ownership of incidents and requests through to completion</li> <li>Demonstrate leadership and responsibility of ICT support delivery at the college</li> </ul>



Key Tasks	Performance Measures
<b>Project Work</b> <ul style="list-style-type: none"> <li>Support implementation of projects</li> </ul>	<ul style="list-style-type: none"> <li>Actively participate and carry out project deployment duties in accordance with the IT Model and higher management's instructions</li> </ul>
<b>Compliance</b> <ul style="list-style-type: none"> <li>Ensure relevant policy and procedures are followed</li> </ul>	<ul style="list-style-type: none"> <li>Ensure information security policy is followed</li> <li>Ensure that the data retention policy is followed</li> <li>Ensure 3rd party contractors are treated in accordance with the 3rd party ICT Contractors Policy when they are your responsibility</li> <li>Ensure that change management procedures are followed</li> <li>Ensure IT asset register is maintained as it relates to your work</li> <li>Ensure that the WH&amp;S policy is followed</li> <li>Ensure that all change is appropriately documented</li> <li>Ensure that you are aware of your role and responsibilities as it relates to policy and procedure that is not listed above</li> </ul>
<b>Child Safety</b> <ul style="list-style-type: none"> <li>Ensure all child safety matters are promptly reported</li> <li>Awareness of child safety obligations</li> <li>Adhering to child safe practices</li> </ul>	<ul style="list-style-type: none"> <li>Participating in child safe induction and training as required by the college Principal</li> <li>Understanding and managing risks to child safety</li> <li>Recognising and reporting where students may be at risk of significant harm</li> <li>Recognising and reporting where workers engage in reportable conduct or other inappropriate behaviour</li> <li>Taking appropriate action if there is a breach of the Child Safe Policy or codes of conduct</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Other duties as directed by your supervisor</li> </ul>

Acknowledgement			
Signature holder of Position:		Date:	
Manager's Signature:		Date:	