

ICT Support Site Leader

Location: Orange Anglican Grammar School

The Anglican Schools Corporation caters for the academic, spiritual, and pastoral needs of over 17,000 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 school. You will be the first point of contact for all ICT issues and provide 1st, 2nd and 3rd level support to staff and students. 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 primary 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 and Google Workspace suites
- 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:

- 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

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