

POSITION DESCRIPTION

SERVICE DESK TEAM LEADER



POSITION HOLDER:	Vacant
SECTION:	Information Services
POSITION REPORTS TO:	Information Services Manager
REPORTS TO POSITION:	Service Desk Technicians (2) Service Desk Analyst (2)
CLASSIFICATION:	The Friends' School (General, Early Learning & Fitness Staff) Enterprise Agreement 2021 – General Staff - Classification TFS Level 11
STUDENT CARE:	Yes
PERIOD OF APPOINTMENT:	Permanent
HOURS PER WEEK:	38 hours per week

P U R P O S E

The Service Desk Team Leader will provide leadership and support for the Service Desk to achieve the School's ICT strategic delivery goals that underpin, enhance and support learning, teaching and business services in The Friends' School.

The role supports all service desk services required for students, staff, and business administration in the School by working in collaboration and consultation with the Information Systems Manager (IS), senior leadership and the ISS Committee.

The role implements an ICT services management framework to ensure the provision of exemplary service desk planning, implementation, ticketing system, delivery and development of Service Desk services to the whole School.

P R I M A R Y D U T I E S

- To be responsible for promoting a child safe environment within your area of supervision and the School. To champion this important priority and provide leadership through up to date child safe guarding training for yourself and your team annually and ensure that the Child Safeguarding and Mandatory Reporting Policies are followed. Ensure an environment where children, parents and staff feel comfortable raising concerns in their area of supervision.
 - To provide technical leadership to the Service Desk team and support framework, ensuring that agreed service levels are met. Provide support and management of the service desk operations.
 - To lead, develop and manage regular Service Desk team meetings through mentoring, support, discussing KPI's and project timelines and through professional learning.
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- To ensure that operational procedures and working practices are fit for purpose, reviewed regularly.
- Develop, implement, review and report on Service Desk project and change management plans to ensure the success of systems upgrades, implementation of new systems modules and introduction of new systems.
- Report fortnightly in writing to the IS Manager on project related matters and timelines, service desk improvements and performance issues with service desk systems, continually review and improve work methods associated with this role.
- Determine and promote models of service delivery that optimise the use of resources and provide an effective service to the school. This needs to build and retain a highly capable Service Desk team with strong educational, business and technical skills.
- Engage directly with end users, stakeholders and vendors to build a deep understanding of service desk requirements and the School's capability to leverage the service desk requirements. This engagement may take the form of workshop facilitation, contract and service level reviews.
- To work with the Financial Services Manager and the IS Manager to develop, manage and be responsible for ICT asset management. Assist in the design or redesign of ICT infrastructure when capital works are developed, undertaken and implemented at the School.
- Implement continuous service improvement plans to ensure the service desk adequately supports the School and business needs.
- To actively manage ICT vendor's, suppliers and other third parties to support service desk outcomes in teaching, learning and business operations. Ensure they are meeting contractual obligations including service level agreements (SLA).
- Keep abreast of new and emerging technologies and their potential to support service desk outcomes in teaching, learning and business operations.
- Lead the setting of Service Desk school term based annual planning and goal setting priorities and inspire staff to achieve these within the agreed timeframe.
- Ensure that all Service Desk direct reports complete the Annual Reflection and Planning process.
- Ensure that all IS policies and guidelines in your area are updated, developed and managed when required.
- Specific Service Desk requirements:

- To schedule and supervise all maintenance and installation work for the service desk.
- Drive ongoing analysis and review of service desk delivery and reporting to identify opportunities to improve and enhance the services for the school.
- To manage the service desk systems and services performance to ensure that impact of degraded performance causes minimal disruption to School services.
- To prepare for new or changed services, management of the change process and the maintenance of regulatory, legal and professional standards.

DELEGATIONS

- Nil

KEY RELATIONSHIPS

- IS team members
- Key School staff working on specific projects
- School LTC's
- Senior staff
- School staff

SELECTION CRITERIA

1. Understanding of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.

2. Certificate 4/Diploma or Tertiary qualifications in computer science, networking, infrastructure or related field. Proven experience (5+ years) in a service desk related field, with 2+ years of experience working as a team lead or 2IC position for a desktop support or service desk team. Experience in a school environment would advantageous
3. Proven ability to liaise with multiple vendors, customers and stakeholders at a technical and non-technical level.
4. Demonstrated experience in the management and delivery of ICT projects and understanding and implementation of ICT Service management principles with proven strategic outcomes.
5. Proven experience in managing, reporting and overseeing a customer service system and tracking and reporting on the effectiveness and efficiency of the customer support.
6. Proven excellent communication, problem solving and time management skills with the ability to build positive relationships with a variety of stakeholders in a school and business environment.
7. Proven experience in implementing strategic and operational asset management programs.
8. Have the ability to work safely in a school environment and be fit to undertake the inherent requirements of the role.
9. Show Strong support for the Purpose and Concerns and ethos of The Friends' School.
10. Must hold a current Tasmanian Working with Vulnerable People registration (employment), be fully vaccinated for COVID-19 and have, or be willing to obtain, a National Police Check (less than 6 months old).

CONFIDENTIALITY

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name:

Date:

Signature: