



## ICT Service Desk Officer Position Description

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<b>POSITION:</b>	ICT Service Desk Officer
<b>DEPARTMENT:</b>	Corporate
<b>RESPONSIBLE TO:</b>	Principal
<b>REPORTS TO:</b>	Director of ICT

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### About Sheldon College

Committed to its basic philosophy of **Love, Laughter and Learning**, Sheldon College caters for children from 15 months of age through to Year 12. The College campus is located on 56 acres in a semi-rural setting on Taylor Road in Sheldon. The College was established in 1997 and is committed to providing a quality education for all students in a safe, secure learning environment which is characterised by high standards for both staff and students in the areas of dress and appearance, behaviour and individual scholarship and work habits.

### About the Role

The Service Desk Officer is a key member of the College's ICT Team. As the Service Desk Officer, you will be responsible for providing Level 2 Technical Support and advice as part of the ICT Service Desk Team, including resolving Level 1 and 2 Issues when required, escalation of issues to other team members as necessary and also providing an exceptional level of customer service. This role covers support of the desktop, laptop, iPad, and BYOD environments, College networks and communications services (video conference, print, phone, email, digital signage, and audio visual), and service support of College academic and corporate staff, and students.

This role shares in the responsibility for implementing processes centred around creating an exceptional level of ICT customer service and ensuring the ICT Service Desk performs in line with SLA KPI's and ITIL standards for response times; with support and request resolutions. It is an exciting opportunity to be exposed to a wonderful variety of technology and ICT Systems managed by a dedicated in-house team.

### Duties and Responsibilities:

Like all members of the ICT Services team, the Service Desk Technician will be involved in the provision of effective and efficient ICT Services that underpin the Academic and Corporate Services at the College, whilst:

- Supporting the strategic goals of Sheldon College's ICT Service Delivery and ensuring the future development of ICT Services are aligned with best practice;
- Contributing to the identification of ICT Service Delivery improvement initiatives that minimise downtime to the College environment;
- Maintaining practices and documentation with a goal of increasing efficiency, automation and ITIL maturity;
- Planning and managing assigned activities and Service Desk tickets through to successful resolutions;
- Providing computer hardware and application software support to staff and students across the College's platform environment (iOS, Mac OS, Windows);
- Participating in the provisioning of end user technical services in the College and other duties when required;
- Assisting with the day-to-day operations of the Service Desk, ensuring that requests are being processed efficiently and following ITIL standards;
- Contributing to the development of ICT practice, procedures and documentation thereof;
- Ensuring the Service Desk upholds the College image by providing visually high standards in both digital and physical domains;
- Undertaking projects and activities as required by the Director of ICT.



**Experience and abilities in the following areas are desired:**

- ICT Service Desk environments, including first line call, event monitoring, incident creation, diagnostics and resolution for all incidents managed by the Service Desk;
- Over the counter support in a drop-in support scenario;
- Coordination of service requests, incident management, problem resolution and change management workflows;
- Collaborating with an ICT Team, to manage vendor support relationships and validate vendor service delivery to agreed SLAs;
- Contributing to a positive culture of ICT capability and maturity, aligned to and enabling of the ICT Strategic and Operational Plans;
- Performing effectively as a contributing team member for ICT Projects and internal tasks;
- Keeping up-to-date with the latest trends in education technology;
- Working in an educational setting that supports desktop, laptop, iPad, and BYOD environments across a range of platforms (iOS, Mac OS, Windows);
- Implementing ICT Service Desk efficiencies based on incident management feedback;
- Management of ICT Assets via a centralised asset register;
- Experience with current Audio-Visual products (SmartBoard, ViVi, BrightSign, Crestron) uses and support of.
- Experience with MDM software, administration and deployment using Jamf.

**Qualifications:**

- At least 2 years' experience in a similar level 2, client facing support role;
- Possession of relevant university and/or industry qualifications related to the position and ITIL Service Management is desirable;
- Possess a Working with Children Check (Blue Card).