Position Description

Position Details

Position Title	Service Desk Coordinator
Department/s	Information and Communications Technology (ICT)
Reporting to	Director of ICT
Key Stakeholders	ICT Team, Teachers, Staff, Students
Employment Type	Full time
Pay Classification	*Queensland Anglican Schools Enterprise Agreement 2021* School Officer Award Level 2
Last Review Date	January 2024

Our School

Hillbrook is a co-educational school of 900 students from Years 7-12, established in 1987. The School's motto, "In Balance We Grow" underpins life at Hillbrook, which prides itself a focus on quality teaching and learning and a specialisation in the nurturing of adolescents.

We aspire to provide all members of our staff and student body with support in a community environment. Hillbrook staff are encouraged to become involved in the collegial ethos of the school and are expected to support our core values.

The School Leadership Team (SLT) comprises the Principal, Deputy Principal, Head of Student Wellbeing, Head of Teaching & Learning, Chief Financial Officer (CFO) and a Chief Operations Officer (COO).

The Role

The Service Desk Coordinator is a key member of Hillbrook's ICT Team. The role is responsible for the day-to-day operation of the ICT Service Desk, including resolving Level 1 issues, escalation of issues to other team members as required, and ensuring the ICT Service Desk provides a superior level of customer service.

This role is responsible for implementing, monitoring and developing processes centred around creating a superior 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.

Key Responsibilities

The Service Desk Coordinator will provision effective and efficient ICT Services that underpin the Academic and Corporate Services at Hillbrook. Key responsibilities include, but are not limited to:

- Planning and managing assigned IT related activities with an emphasis on quality, timeliness and budget, including development of KPIs for service desk operations.

- Review and prioritise support requests and coordinate successful resolution.

- Provide a timely and effective support service in response to the diverse IT issues arising in the School.

- Participate in the provision of general technical services in the school and other duties when required.

- Coordinate the day-to-day operations of the Service Desk, ensuring that requests are being managed efficiently within developed KPI's and agreed SLA's.

- Promote and ensure the use of agreed processes and procedures to drive efficiency and consistency within the team.

- Develop ICT practice and procedures and documentation thereof.

- Work within a team and assist across all IT service areas where necessary.

- Undertaking projects and activities as required by the Director of ICT.

- Ensure that safe procedures are followed in accordance with the school's Workplace Health and Safety Policy.

Competencies

1. Qualifications and Certifications

- Possess relevant qualifications related to the position and ITIL service management.

- At least 1 year of experience in a similar role.

- Mandatory possession of or eligibility for a 'Working with Children' Card.

2. Knowledge and Experience

- Coordination of ICT Service Desk environments, including first line call, event monitoring, incident creation, diagnostics and resolution for all incidents managed by the Service Desk.

- Collaborating with team members, to manage vendor support relationships and validate vendor service delivery to agreed SLAs.

- Expert level understanding of the Helpdesk product to best tailor IT support for School's needs.

- Building, leading and fostering a positive culture of ICT capability and maturity, aligned to and enabling of the ICT Strategic and Operational Plans.

- Performing effectively as project leader or contributing project team member for ICT Projects and Internal tasks.

- Keeping up-to-date with the latest trends in education technology, providing digital pedagogy support where required.

- Working in an educational setting that supports desktop, laptop, iPad 1:1 and BYOD environments across a range of platforms.

- Reviewing and implementing ICT Service Desk efficiencies based on incident management feedback.

- Producing ICT Service Desk Reports based on SLA's and KPI's.

- Management of ICT Assets via a centralised asset register.

- Proficient project management skills such as scoping project milestones, balancing tight timeframes, identifying risks and implementing effective resolutions to issues arising from projects.

3. Competencies and Skills

- Demonstrated initiative and motivation to work independently managing competing priorities, monitoring progress, and meeting operational demands.

- Excellent interpersonal and professional communication (both written and verbal) skills to effectively collaborate with administrators, staff, parents, and other external stakeholders in an articulate and professional manner.

- Ability to establish cooperative and positive working relationships to work as an effective team member or independently, in an agile and responsive manner.

- Demonstrated professionalism and integrity, with the ability to maintain confidentiality and use discretion as required.