



IT Service Desk Manager

- **Permanent full-time opportunity**
- **Collaborative team environment**

Roseville College is an established, respected independent day school for girls in Kindergarten to Year 12, centrally located in Roseville on Sydney's North Shore since 1908. Ours is a learning community where girls and staff are truly known, and where every individual is valued. Our vision, to raise future-ready women who lead proficiently with strong character, is underpinned by the Christian faith.

The Roseville College staff comprises visionaries, innovators, pioneers and co-learners, who appreciate this as a meaningful, inspiring and progressive workplace where they are enriched, equipped and empowered for a fulfilling career and to make a positive impact on student generations.

Reporting to the Head of IT, the IT Service Desk Manager is responsible for delivering a high-quality, customer-focused, timely IT support, enabling learning in the Roseville College community.

The successful applicant will have:

- Demonstrated commitment to Christian values
- Tertiary qualifications in Information Technology preferred, but not essential
- Strong customer service mindset
- Excellent communication skills
- Experience in independent education preferred, but not essential
- Experience in IT service desk environment
- Experience with Windows and Mac devices, along with Microsoft O365 and Google suite
- Experience in PaperCut Print management software an advantage
- Experience in Edumate preferred
- Experience and certification in ITIL highly desirable
- Experience with JamF and managing proxy exceptions preferred.

Roseville College is proudly a Child Safe Organisation, putting the best interests of children and young people first. Applicants must provide a valid Working with Children Check (WWCC) at the time of application or before employment. All appointments are subject to child protection legislation and employment screening.

Applicants must submit a full application, addressed to The Principal, including application form, a relevant cover letter, resume and supporting documents at the College website:

<https://www.rosevillecollege.com/about/employment/>

Applications close: 2 December 2021 at 9am

However please note, interviews may commence upon receipt of suitable applicants.

Roseville College is a member of The Anglican Schools Corporation.