



## IT Service Desk Manager

### POSITION DESCRIPTION

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.

#### **Broad objective**

To deliver high-quality, customer-focused, timely IT support, enabling learning in the Roseville College community.

#### **Reports to**

Head of IT

#### **Member of**

IT team

#### **Direct reports**

Nil

#### **Key relationships**

- Students
- Parents
- All staff, teaching and operations
- Director of Business Services
- Risk and Compliance Manager
- TASC IT team
- Executive team



- External suppliers

#### **Key responsibilities**

- Foster meaningful links between the IT team and students, parents and teaching staff and operational staff, so that high quality, purposeful teaching is enabled by fit-for-purpose technology
- Triage service desk requests from all members of the Roseville College community
- Monitor and improve Service Desk performance
- Continuously improve work methods and processes to achieve better outcomes for all who engage with the IT Service desk
- Support process improvement throughout the College by identifying possible technological solutions for business and educational issues and workflows
- Manage the College's IT asset register to ensure that IT related hardware is well maintained and accounted for
- Manage printing support
- Assist in the administration of Office365
- Work with teaching staff to set up and maintain appropriate borrowing systems for IT equipment by departments and students
- Experience in supporting some or all of the following: backups, WiFi, network security, security certificates would be an advantage
- Cultivate and maintain good, working relationships with The Anglican Schools Corporation (TASC) IT team, and other vendors and partners
- Manage software licensing and renewals
- Manage and support the College phone system
- Other ad hoc tasks, as required

#### **Child Safety**

- Uphold the highest standard of child safety culture and awareness
- Report all concerns regarding the safety of our students to the Principal or their delegate, in accordance with the College's child protection policies



- Develop and maintain a thorough understanding of child protection obligations by reviewing the College's child protection policies and completing mandatory induction and ongoing training

#### Risk and Compliance

- Adhere to the College's policies and procedures, importantly the Critical Incident Management Plan, Work Health and Safety (WH&S), code of conduct, child safety and emergency response practices
- Consistently uphold Roseville College's values and comply with all school policies and procedures.

#### Qualifications, skills and experience

- 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.

#### Essential characteristics

- Exceptional interpersonal & communication skills
- Customer focused and results driven
- Collegial and collaborative
- Initiative
- Innovative
- High level problem solving and analytical skills
- Adaptable and able to work well under pressure



- Organised
- Approachable
- Conflict resolution skills
- Emotional resilience

This position description is subject to change based on College requirements.

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.

Roseville College is a member of The Anglican Schools Corporation (TASC).