



ROLE DESCRIPTION

SERVICE DESK MANAGER

1. ROLE PURPOSE

To oversee the day to day running of the Service Desk at Knox Grammar School. This will involve the line management of the Service Desk Technicians to ensure the timely resolution of end user cases and will require close co-ordination with the Infrastructure Manager and Head of IT to achieve success.

Key to the success of this role is the ability to work with staff across all levels of the organisation in addition to the students and the wider Knox community. The Service Desk Manager must be able to translate technical challenges and opportunities and present them in ways the end user can relate to.

The Service Desk Manager will also work closely with the School's IT integrators to support the use of Technology in the classroom, providing training where required to ensure staff are best equipped to maximise the educational outcomes.

2. ROLE RESPONSIBILITIES

The Service Desk Manager's role reports to the Head of IT and ultimately to the Headmaster.

3. ROLE ACCOUNTABILITY

Team Leadership:

- To promote and support the IT Strategy and ensure it is aligned with the Strategic Intent of Knox Grammar School
- To lead and foster a culture of continuous learning, improvement and accountability, both personally and as part of the team.
- Source appropriate Professional Development for Service Desk staff when required;
- Lead and develop the skills of the Service Desk staff where appropriate;
- Lead the annual Review and Development process for the Service Desk staff;
- Demonstrate and promote exceptional customer service;

Management and Support of the Client Environment

- Ensure that the provision of highest quality customer service is delivered to all internal and external clients in accordance with ITIL best practices;
- Direct, develop and oversee the operation of the IT Service Desk;
- Lead the team devoted to mobile device roll outs including procurement, asset management, image generation, deployment and laptop usage agreements;
- Collaborate with the School's ICT Integrators to keep up-to-date with the latest trends in education technology, provide suggestions for suitable apps and assist with projects;
- Line management of the Service Desk technicians (staffing, leave approval, scheduling of overtime etc) to ensure the Service Desk is adequately covered during business hours;
- Ensure jobs are allocated to the appropriate support staff;
- Provide 2nd and 3rd level support where needed to ensure jobs are completed to the customer's satisfaction;
- Keep technical information and guidelines for users up to date and relevant
- Be proactive in identifying issues and potential improvements in day to day processes and implement improvements or escalate where required (continuous improvement);
- Work closely with the Infrastructure Manager to solve related issues;
- Monitor the Service Desk system and report monthly statistics to the Head of IT; and
- Assist the Head of IT in the procurement process by evaluating products, identifying vendors, sourcing quotes and raising purchase orders.

Project and Technical Development

- To support the IT Department with active participation in product solution evaluation, technical research, testing, project management and formulation of client usage policies & good practices;
- Keep abreast of current computing and AV relevant software developments and technologies;
- Provide technology advice to the Knox Community; and
- Provide relevant user support & training.

Relationships

- Head of IT, other IT Team Members;
- ICT Integrators, Academic and Administration staff;
- School Staff, Students and Parents in so far as dealing with technical problems that may arise for the end user;
- Network with other IT professionals in schools and other organizations in order to keep up to date with technology changes and trends.

Authority

- Day to day reporting is to the Head of IT;
- Long term performance and development for this role is the responsibility of the Head of IT.

Performance Indicators

- The primary indicators are KPI's set for the resolution of Support requests;
 - Anecdotal feedback from "customers" and colleagues will also be taken into account;
 - Success of planned projects including the 1:1 Mobile Device program;
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- Innovation and streamlining of technology related school processes;
 - General workplace behaviour will also form part of the performance criteria such as personal appearance, communication, on time attendance etc.

Communication

- Work closely with the Head of IT and Infrastructure Manager to ensure that jobs are allocated to the appropriate technician;
- Work closely with the Infrastructure Manager to ensure all calls are resolved in a timely manner;
- Maintain and develop communications systems between the IT team members;
- Follow up on outstanding Service Desk queries, referring to colleagues as required;
- Proactive feedback to the end users on the status of cases; and
- Liaise in a professional manner with Students and Parents regarding issues arising from the 1:1 mobile device program.

Cross-functional Responsibilities

- Provide cross-functional support to the Infrastructure Manager to ensure the smooth running of the department.

General

- Demonstrate a positive attitude towards colleagues, users and their needs;
- Work in areas of the school in other job related tasks as circumstances require;
- Operate within the policies of the School;
- Maintain a standard of personal image in keeping with the role;
- On an annual basis, complete the Review and Development exercise and undertake identified development opportunities; and
- Maintain an accurate and up to date record of all Professional Development opportunities.

Work Conditions

- Occasional evening and weekend work to meet deadlines;
- On-call availability for emergency issues; and
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

4. ESSENTIAL CRITERIA

- Highly self-motivated with a strong customer service orientation
 - 5 years' or more experience in a similar role
 - Proven experience leading and developing a team of technical individuals
 - ITIL Certified
 - Essential, excellent Mac OSX experience
 - Essential, JAMF / Casper experience
 - Experience with large scale IT deployment projects
 - Ability to work under pressure, set priorities and assign tasks
 - Knowledge, understanding and ability to create and maintain thorough technical documentation
 - Good written and oral communications skills
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- Comfortable developing and leading IT related professional development sessions

5. DESIRABLE CRITERIA

- Previous experience working in an educational environment
- Previous budget management experience

6. WORK HEALTH & SAFETY

The incumbent will actively support and contribute to the maintenance and development of a safe working environment by:

- reporting incidents or accidents to the appropriate staff as soon as possible
- reporting any near miss incidents to the appropriate staff as soon as possible
- working within the WHS management systems that have been adopted by the School

Please note:

All staff are subject to mandatory screening procedures in line with Child Protection Legislation