



Sheldon College POSITION DESCRIPTION



ICT Service Desk Officer

Department:	Corporate
Responsible to:	Principal
Reports to:	Director of ICT

About Sheldon College

Sheldon College is an independent, co-educational College situated in Redland City, catering for students from 15 months of age through to Year 12. We provide a first-class curriculum in the academic, sporting and cultural arenas with access to state-of-the-art classrooms, laboratories, resource centres and studios, as well as cultural, performing arts and sporting facilities.

Our teachers are our most valuable investment. Every member of our staff plays a key role in delivering excellence in education. We deliver on our commitment to provide outstanding education in a safe, secure learning environment, underpinned by our philosophy of **Love, Laughter and Learning**. Our Mission is **“to provide a quality educational experience in an environment that encourages and enables our students to succeed in a constantly changing world”**. This role is a key stakeholder in the College realising that mission.

Position Overview

As a key member of the ICT Service Desk Team, the ICT Service Desk Officer will be responsible for providing Level 1 and 2 technical support and advice. You will provide an exceptional level of customer service, by acknowledging, updating and resolving service requests, and always keeping staff and students informed. 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.

The ICT Service Desk Officer shares 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 college expectations and ITIL standards. It is an exciting opportunity to be exposed to a wonderful variety of technology and ICT Systems managed by a dedicated in-house team.

Key Duties and Responsibilities

Like all members of the ICT Services Team, the ICT Service Desk Officer will be involved in the provision of effective and efficient ICT Services that underpin the academic and corporate services, whilst:

- Assisting with the day-to-day operations of the Service Desk, ensuring that requests are being processed





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efficiently and following ITIL standards;

- Planning and managing assigned activities and Service Desk tickets through to successful resolutions;
- Being responsible for the management, deployment and user experience of end-user devices;
- Identifying areas of improvement for end-user experiences within the College;
- Assisting in the execution of service desk projects;
- Maintaining practices and documentation with a goal of increasing efficiency, automation and ITIL maturity;
- Providing computer hardware and application software support to staff and students across the College's platform environment (iOS, Mac OS, Windows);
- 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;
- Promoting and ensuring the use of agreed methods, tools and reference material to drive efficiency and consistency within the team;
- Undertaking projects and activities as required by the ICT Service Desk Team Leader and Director of ICT.

Skills and Experience

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;





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- Management of ICT Assets via a centralised asset register;
- Experience with current Audio-Visual products uses and support of;
- Experience in a client-facing and similar support role;

Qualifications

- Ideally you will have completed (or currently undertaking) relevant formal studies in Information Technology.
- Possess a Working with Children Check (Blue Card).

