

Position Description

ICT Helpdesk Team Leader (Senior Helpdesk Officer)

OMNIA SUPERAT DILIGENTIA

DILIGENCE OVERCOMES ALL

OUR SCHOOL MOTTO SINCE 1892

Ipswich Girls' Grammar School including Ipswich Junior Grammar School offers high quality, non-denominational education for girls only from Years 7 to 12, with boarding available from Year 5, and coeducation from Kindergarten to Year 6. We pride ourselves on providing a personalised, holistic education with a focus on academic excellence.

Our Vision

Ipswich Girls' and Junior Grammar School's vision is to be the destination school where globally conscious students lead with grit and grace.

Our Purpose

Opening doors for a brilliant future.

Our Goals

World Ready: We co-create global learning adventures with our students so that they love to learn for life, and lead with grit and grace.

Future Focused: We nurture an adaptive, collaborative workforce that advances the staff community and the educational experience they deliver.

True Belonging: We share and celebrate our heritage, diversity, and inclusivity to strengthen our connections and community.

Destination School: We leverage our unique place and space as a premier destination for learning and work.

New Momentum: We continue our legacy by making smart, resilient investments in our future.

Our Values

- **Diligence** - Digging deep and using grit to get the job done.
- **Excellence** - Committing to be brilliant together.
- **Respect** - Valuing diversity and embracing the uniqueness of everyone.
- **Integrity** - Finding the courage to do what is right.
- **Care** - Showing kindness, compassion and grace for people and place.

Location

Address: 82 Chermside Road
EAST IPSWICH QLD 4305
Telephone: +61 7 3454 4447
Email: principal@iggs.qld.edu.au
Website: <http://www.iggs.qld.edu.au>

THE ROLE	
Position Title:	ICT Helpdesk Team Leader (Senior Helpdesk Officer)
Department:	Information Technology
Reports to:	Director of ICT
Direct reports:	Nil
Classification:	School Officer Level 5 - Ipswich Girls Grammar School Including Ipswich Junior Grammar School Enterprise Agreement 2024
Hours:	Full-time

Your Opportunity

Lead daily ICT Helpdesk operations to ensure consistent service delivery, efficient triage, and effective escalation. The role provides frontline leadership, improves service management maturity, and reduces operational load on senior technical staff while remaining hands-on for Level 2 support.

As the ICT Help Desk Team Leader, you will:

- Maintain the standard of excellence required by the School's reputation and uphold the philosophy of the School
- Promote the interests of Ipswich Girls' Grammar School including Ipswich Junior Grammar School in the school and wider communities
- Attend staff development and training programs when and if appropriate
- Comply with work health and safety responsibilities detailed in the safety management system and comply with the School's Staff Code of Conduct.

Typical Duties/ Skills

Service Management & Operations

- Own daily triage and prioritisation aligned to school operations (classroom impact first).
- Ensure tickets are logged with sufficient detail, appropriately categorised, and closed with clear outcomes.
- Implement and maintain service desk metrics and continuous improvement actions (process refinements, KB updates).
- Coordinate ICT operational readiness for Term 1 and peak periods (device rollouts, onboarding, exams).

Hands-on Level 2 Support (30%)

- Troubleshoot and resolve complex Level 2 incidents (devices, classroom technology, end-user Microsoft 365 issues within scope).
- Respond rapidly to classroom-impact issues and coordinate on-site support as required.
- Provide high-quality diagnostics and escalation notes for Level 3 resolution.

People & Capability

- Provide on-the-job coaching, quality assurance of tickets, and support knowledge transfer.
- Support onboarding for new Helpdesk staff and coordinate training plans.
- Provide performance feedback and review input to the Director of ICT (formal reviews retained by Director of ICT).

Governance & Documentation

- Maintain up-to-date operational documentation (how-to guides, incident procedures, common fixes).
- Ensure onboarding/offboarding and access requests follow approved workflows and delegated authorities.
- Support end-user change readiness (communications and training) for ICT changes impacting staff and students.

Your role

- Lead and coordinate the ICT Helpdesk function, including queue oversight, prioritisation, ticket assignment, and workflow consistency.
- Act as the primary escalation point for Level 1/2 incidents and service requests; ensure timely escalation to Systems, Infrastructure, and Applications & Data roles with high-quality diagnostics.
- Provide hands-on Level 2 support for complex issues and classroom-impact incidents; assist during peak load (e.g., Term 1, device rollout periods).
- Develop and maintain service desk standards: knowledge base, runbooks, onboarding/offboarding checklists, and standard operating procedures.
- Monitor service performance (ticket volumes, ageing, response times) and provide regular reporting and improvement recommendations to the Director of ICT.
- Coach and mentor Helpdesk staff; provide feedback and performance review input to the Director of ICT; support capability development and knowledge sharing.
- Coordinate vendor engagement for AV support and warranty repairs to ensure timely resolution and effective communication with stakeholders.

Occupational Health and Safety

All staff members employed at the School will be required to:

- Demonstrate in daily activities a commitment to health and safety in the workplace by always performing tasks in the safest possible manner - safe for the individual, co-worker and students
- Ensure at all times that you work in compliance with all laws, acts, regulations and policies outlined in all policies, manuals and handbooks, as updated from time to time
- Report all hazards and incidents that the individual is party to, or observes, in the correct manner
- When required or directed by the School, participate in any health and safety training.

Formal Qualifications

Relevant ICT qualifications and/or equivalent experience. Vendor certifications are desirable but not required.

Selection Criteria

Essential

- Demonstrated experience in ICT service desk operations and providing Level 2 support.
- Strong customer service, communication, and stakeholder management skills.
- Ability to coordinate work across a small team; coach and develop others.
- Working knowledge of service management practices (incident/request/change, knowledge management).
- Ability to prioritise, remain calm under pressure, and manage competing demands in a school environment.

Desirable

- Experience with ITSM tools and reporting, asset management practices, and device lifecycle processes.
- Exposure to Microsoft 365, Intune/MDM, and classroom AV environments.
- ITIL Foundation (or similar) qualification.

Key Performance Indicators

- Improved service desk response and resolution times and reduced ticket backlog.
- Consistent triage and escalation pathways; reduced diversion of senior technical resources.
- Quality and currency of documentation and operational checklists.
- Positive stakeholder feedback and improved customer satisfaction.

Blue Card

Applicants must be the holder of a Working with Children Suitability Card (Blue Card). Blue Card Services have introduced a 'No Card, No Start' policy which means all employees must hold a current, valid paid

employee Blue Card prior to commencing work. **You must not sign an application form if you are a disqualified person.** Further information and relevant application forms are available on the Blue Card Services website www.qld.gov.au/bluecard.

Final Statement

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other work tasks, not specifically stated, that match with the skills required for the role. The Executive may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the School.

Authorisation

I hereby agree that this Position Description accurately reflects my work requirements.