

ICT DAILY OPERATIONS MANAGER



REPORTING TO: ICT Manager

APPOINTMENT: Full Time (Ongoing)

CLASSIFICATION: PVCC Enterprise Agreement 2025

ABOUT THE COLLEGE

Plenty Valley Christian College (PVCC) is a kindergarten to Year 12, co-educational Christian College of approximately 1000 students. We are one College with five sub-schools: Kindergarten, Early Years, Junior Years, Middle Years and Senior Years.

The College is set in a magnificent rural area with spectacular views to the ranges. Plenty Valley Christian College is committed to developing high quality effective Christian education and is an active member of a national network of Christian schools in Australia known as Christian Education National. We are committed to the establishment of a close partnership with parents in the education of their children. Our aim is to offer quality education with a fully integrated Christian worldview, develop a strong sense of community amongst the students, parents and staff with every staff member playing a role in the pastoral care of the students. PVCC offers the respected Arrowsmith Program.

EMPLOYEES

Staff at PVCC are selected on the basis of outstanding professional and personal qualities. Expectations include:

- Appropriate qualifications, training and experience for their role
- A clear sense of calling and desire to work with and teach students within a Christian school.
- The ability to model the values and character qualities of biblical Christianity in their personal life and within the College community as part of their professional duties.
- A demonstration of high standards of personal presentation, preparation, communication with other staff and parents, and respect for the ethos and protocols of the College.
- A commitment to ongoing development and maintenance of a Child Safe culture within the College

THE ROLE

The ICT Daily Operations Manager is responsible for the day-to-day management of ICT service delivery at Plenty Valley Christian College, ensuring staff and students receive timely, efficient and professional technical support. Reporting to the ICT Manager, the ICT Daily Operations Manager coordinates the Helpdesk and technical support team, oversees the Helpdesk system, and drives continuous improvement of ICT service delivery across the College.

POSITION OBJECTIVES

To ensure the consistent, high standard delivery of day-to-day ICT support services at Plenty Valley Christian College in accordance with College policies and procedures. The ICT Daily Operations Manager plays a pivotal

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role in coordinating the ICT support team, managing service levels, completing helpdesk requests and ensuring ICT issues are resolved efficiently and professionally.

RESPONSIBILITIES:

ICT staff work in partnership with staff across the College, including the Business Office, Teaching and Learning, Administration team, HR, Communications and the Executive. The ICT Daily Operations Manager leads the day-to-day work of the support team within this partnership. This will include:

- Modelling Christian leadership and promoting the College and Christian education.
- Provide a child safe environment in accordance with the child safe standards and obligations
- Maintain high standards of professional communication with all stakeholders
- Lead the day-to-day work of the ICT support team to deliver the ICT requirements of the school
- Maintain data and information security with the strictest confidentiality and highest standards
- Other responsibilities as required from time to time

Service Desk & Helpdesk Management

- Manage the day-to-day operation of the ICT Helpdesk, ensuring all requests are logged, prioritised, escalated and resolved in accordance with agreed Helpdesk support matrices
- Monitor Helpdesk performance and reporting, identifying trends and opportunities to improve call resolution and response times
- Ensure all Helpdesk interactions and asset records are logged and maintained accurately in the Helpdesk system
- Develop and maintain Helpdesk support matrices, escalation paths and standard operating procedures
- Be an active participant in supporting Helpdesk operations including service calls, written requests and in-person requests
- Complete occasional after-hours work as required including after-hours patch management

Team Coordination & Supervision

- Supervise and coordinate the daily work of the Helpdesk Support Officer(s) and technical support staff
- Provide day-to-day guidance, coaching and on-the-job training to support staff
- Monitor workload and reallocate resources to respond to peak demand periods, such as start and end of term and device rollouts
- Support the onboarding and induction of new ICT support staff

Device & Systems Support Coordination

- In collaboration with the ICT Manager, oversee the onboarding, offboarding and deployment of staff and student user accounts and devices, ensuring correct procedures are followed
- Coordinate the deployment, maintenance and repair of staff and student ICT equipment, including warranty and repair processes
- Oversight and management of device deployment, management and support utilising device management platforms (Intune/JamfPro)
- Provide and maintain oversight of College backup and patching regimes and review of systems to ensure business continuity
- Coordinate the rollout of software and hardware patches, upgrades and equipment refreshes

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- Liaise with the Senior Support Engineer on the escalation and resolution of complex technical issues, providing senior technical support assistance
- Provide a level of core digital systems oversight and management
- Complete technical support and helpdesk ticket resolutions as required with knowledge and skill of senior level helpdesk operator
- Assist with system integration, system administration and ICT projects as required

Continuous Improvement & Reporting

- Identify recurring issues and process improvement opportunities through analysis of Helpdesk data and trends
- Maintain and improve ICT support documentation, knowledge base articles, registers and user guides
- Report regularly to the ICT Manager on service performance, risks and resourcing needs
- Communicate with all stakeholders regarding service issues, outages and planned works as required

Child Safe Standards

- Responsible for understanding and applying the College's Child Safety Policies and Procedures, including identifying and reporting risks, identifying child abuse indicators, management of disclosures, and internal and external reporting obligations
- Where students are under their care, taking all practicable measures to protect students where a risk to their safety has been identified

Health & Safety

- Comply with the College's Occupational Health and Safety policy as amended from time to time

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The ICT Daily Operations Manager reports to the ICT Manager for all responsibilities. The Helpdesk Support Officer(s) and technical support staff report to the ICT Daily Operations Manager for their day-to-day responsibilities.

ESSENTIAL SKILLS AND COMPETENCIES (KEY SELECTION CRITERIA)

Essential Requirements

- Supportive member of College spiritual life, including active participation in and occasional leading of Christian devotions
- Exemplary display of Christian ethics and activity
- Good understanding of, and commitment to, the vision and philosophy of the College
- Relevant and demonstrated experience in a similar role highly desirable
- Ability to work independently and as part of a close-knit team
- Ability to work with adults and children of all ages
- A high standard of personal presentation and integrity
- Display initiative, common sense and the ability to problem solve / have a solution focused mindset
- Current Working With Children check (mandatory)
- Completion of College child safety, mandatory reporting and other induction requirements on commencement and as scheduled thereafter.

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- Hold and maintain an approved:
 - First Aid Qualification
 - Management of anaphylaxis qualification

Specialist skills

- Demonstrated experience supervising or coordinating a helpdesk or technical support team
- Strong customer service focus with a track record of managing service levels and performance targets
- Intermediate to advanced understanding of networking, operating systems, Microsoft 365 and desktop/mobile device management
- Understanding of ITIL or similar service management frameworks
- Experience with Helpdesk/ticketing systems and asset management
- Demonstrated ability to plan, prioritise and coordinate the work of others
- Proven senior level technical skills across networking, M365 and fleet management
- Tertiary qualification in Information Technology or related field highly regarded, or equivalent relevant experience
- Experience working in an educational environment highly regarded

Interpersonal skills

- Strong interpersonal and communication skills; ability to explain simple procedures in writing and/or verbally; demonstrated ability to build relationships and rapport and interact effectively at all levels of the College, including students, staff and the wider community
- Punctuality
- Flexibility and commitment to teamwork and collaboration
- Ability to provide information to a culturally diverse public
- High degree of trustworthiness, honesty and transparency
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and communicate clearly and professionally
- Demonstrated ability to lead, coach and motivate a small team
- Strong organisational skills with the ability to manage competing priorities and deadlines

COMPLIANCE RESPONSIBILITIES

All staff are required to comply with all policies, procedures and requirements for:

Risk management - report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim, taking into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

Occupational health and safety - take reasonable care to protect their own health and safety and the health and safety of others in the workplace – it is a requirement to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

Equal opportunity - undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behavior and discrimination.

Code of conduct and dress code – comply with all standards.

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Child Safety - Plenty Valley Christian College is committed to child safety and the wellbeing of all children and young people. All staff are required to uphold the school's Child Safety and Wellbeing Policy and Child Safety Code of Conduct and must take all reasonable steps to promote the safety and wellbeing of children.

Key Responsibilities — Child Safety

- Model and champion child-safe behaviours at all times, consistent with the school's Child Safety Code of Conduct
- Maintain awareness of, and comply with, all child safety policies, procedures and legal obligations, including mandatory reporting obligations under the Children, Youth and Families Act 2005 (Vic)
- Report any concerns about the safety or wellbeing of a child to the Child Safety Officer / Principal without delay
- Complete mandatory child safety induction training prior to or upon commencement, and participate in ongoing child safety education and training
- Maintain a current Working with Children Check (WWC) clearance or VIT registration at all times during employment
- Contribute to the school's child-safe culture by identifying and reporting risks to child safety

Selection Criteria — Child Safety

- Demonstrated understanding of, and commitment to, child safety and the Child Safe Standards
- Knowledge of, or willingness to develop knowledge of, mandatory reporting obligations and child protection legislation in Victoria
- Ability to identify and respond appropriately to child safety risks and concerns
- Understanding of appropriate professional boundaries when working with children and young people

The terms, conditions and other obligations of your employment are covered under the Plenty Valley Christian College Enterprise Agreement 2025.

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification in response to the strategic direction of the College, and the development of the skills and knowledge of the position.

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POSITION ACCEPTANCE

I accept the position description as stated above, and that it may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Employee:

Name

Signature

Date

__/__/____

Manager

Name

Signature

Date

__/__/____