



## SERVICE DESK TECHNICIAN Position Description

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<b>POSITION:</b>	Service Desk Technician
<b>DEPARTMENT:</b>	Corporate
<b>RESPONSIBLE TO:</b>	Principal
<b>REPORTS TO:</b>	Director of ICT

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### POSITION OVERVIEW

The Service Desk Technician is the first point of call for the Service Desk. As the Service Desk Technician, you will be responsible for providing technical support and advice as part of the ICT Service Desk Team, including resolving Level 1 & 2 Issues, escalation of issues to other team members as required and also providing a superior level of customer service. This role covers support of the desktop, laptop, iPad, 1:1 and BYOD environments, College networks and communications services (video conference, print, phone, email, digital signage), and service support of College academic and corporate staff, and students.

This role is responsible for implementing processes centred around creating a superior level of ICT customer service and ensuring the ICT Service Desk performs in line with SLA KPI's and ITIL standards for response times; with support and request resolutions.

### THE SERVICE DESK TECHNICIAN SHOULD HAVE EXPERIENCE WITH:

- ICT Service Desk environments, including first line call, event monitoring, incident creation, diagnostics and resolution for all incidents managed by the Service Desk,
- 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,
- Fostering a positive culture of ICT capability and maturity, aligned to and enabling of the ICT Strategic and Operational Plans,
- Performing effectively as a contributing project team member for ICT Projects and internal tasks,
- Keeping up-to-date with the latest trends in education technology, providing digital pedagogy support where required,
- Working in an educational setting that supports desktop, laptop, iPad, 1:1 and BYOD environments across a range of platforms,
- Implementing ICT Service Desk efficiencies based on incident management feedback,
- Management of ICT Assets via a centralised asset register.



### **Key Responsibilities**

The Service Desk Technician will provision effective and efficient ICT Services that underpin the Academic and Corporate Services at the College, whilst:

- Supporting the strategic implementation of Sheldon College's infrastructure platform and ensuring the future development of ICT Services are aligned with best practice,
- Contributing to the implementation of ICT Systems improvement initiatives that minimise downtime to the College environment,
- Maintaining installation and configuration procedures, practices and documentation with a goal of increasing efficiency, automation and ITIL maturity,
- Managing assigned activities with an emphasis on quality, timeliness and budget,
- Prioritising support requests and coordinate successful resolutions,
- Providing computer hardware and application software support to staff and students across the range of operating systems in the College,
- Providing advice and skills transfer activities that contribute to building a highly skilled and efficient ICT Team,
- Providing a timely and effective service in response to the diverse information technology issues arising in the College,
- Participating in the provisioning of general technical services in the College and other duties when required,
- Assisting with the day to day operations of the Service Desk, ensuring that requests are being managed efficiently and following ITIL standards,
- Promoting and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team,
- Developing ICT practice, procedures and documentation thereof,
- Working within a team and assist across all areas when necessary,
- Ensuring the Service Desk upholds the College image by providing visually high standards in both digital and physical domains, and
- Undertaking projects and activities as required by the Director of ICT.

### **Workplace Health & Safety**

- Ensure that safe procedures are followed in accordance with the College's Occupational Health & Safety Policy



## **Selection Criteria: Service Desk Technician**

### **SC1 Qualifications**

- Possess relevant university and industry qualifications related to the position and ITIL service management
- At least 1 year of experience in a similar role
- Possess or successfully apply for a Working with Children Check (Blue Card)

### **SC2 Technical Knowledge**

- Previous experience within a service desk software solution
- Understand ITIL and best practices in relation to service desk provisioning
- Ability to supply technical knowledge and experience to a range of circumstances requiring considerable interpretation
- Experience in supporting server, communication and desktop systems
- Sound knowledge and extensive experience in the installation and problem resolution of hardware and software within a complex environment
- Sound knowledge and extensive experience with current Microsoft products, operating systems and software
- Sound knowledge, and extensive experience with current Apple products, operating systems and software
- Sound knowledge of current Audio-Visual products, uses and support of
- Demonstrated experience in providing first level technical support to users in conjunction with other service desk staff and external providers

### **SC3 Service Desk Technician**

- Experience in working as part of a team of support staff
- Provide expertise to support the Service Desk operations
- Implement the day to day facilitation of the Service Desk support and resolution processes
- Promote ICT policies and practices, which recognise the current and evolving needs of the stakeholders
- Implementation of strategies for improvement to the service provided by the service desk
- Demonstrated ability to apply information technology to provide solutions that meet the demands of the College
- Well-developed capacity for critical, conceptual and reflective thinking, and multi-faceted problem-solving skills
- Understand the importance of confidential information
- Aware of safety issues & implementation of safe work practices

### **SC4 Communication / Interpersonal Skills**

- Excellent oral, written and listening communication skills
- Ability to prepare and present reports on prospects and/or technology options
- Demonstrated ability to effectively consult with a range of stakeholders to achieve common goals
- Demonstrated ability to build and sustain positive relationships with team members, stakeholders and clients
- Possess a high level of interpersonal skills
- Demonstrated team leadership skills, with the ability to engage positive involvement from team stakeholders and external vendors
- Ability to work as part of a multi-disciplinary team to assist with the service desk operations required by the College



### Conditions of Employment:

This position is subject to the provisions of the Sheldon College Corporate Staff Certified Agreement 2015.

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| <b>Salary</b>                | - | The salary offered will be commensurate with the qualifications and experience of the successful applicant.                        |
| <b>Superannuation</b>        | - | Statutory Superannuation of 9.5% will apply  |
| <b>Sick Leave</b>            | - | 10 days per year   |
| <b>Annual Leave</b>          | - | 4 weeks per year + 17.5% loading   |
| <b>Long Service Leave</b>    | - | 1.3 weeks per year of completed service from the date of engagement.   |
| <b>Corporate Uniform</b>     | - | All employees are required to wear Corporate Uniform which is available from the Sheldon College Uniform Shop at your own expense. |
| <b>Performance Review</b>    | - | A performance review will be conducted annually  |
| <b>Working with Children</b> | - | The issue of a positive notice from the Commission for Children and Young People (Blue Card)                                       |