



Pittwater House

POSITION DESCRIPTION

TITLE: **Learning Technologies Support Desk Manager**

PERIOD OF EMPLOYMENT: **Permanent Full Time**
Commencing January 2018

REPORTS TO: Principal via Director of Learning Technologies

Conditions of Employment: The terms and conditions of employment are according to the *MEA 2017 Independent Schools NSW (Support and Operational Staff) Multi Enterprise Agreement*. This is classified as a Level 4 Senior Clerical Office.

PHILOSOPHY:

The care of and interest in the individual student is one of the most important aspects that differentiates Pittwater House from other education institutions. Differentiating between the sexes and maximising the pedagogical needs of each gender is a core aim of Pittwater House School.

Providing the students with an academic, relevant, global, 21st century educational experience that encourages the use of technology and critical thinking skills is central to the Pittwater House service.

Honesty and Integrity are the first of the Pittwater House Core Values and need to be reflected in staff attitude towards all areas of the school. Confidentiality of records and information, both personal and corporate, is of paramount importance. In all dealings with parents, students, staff and members of the public your approach needs to reflect the high standard and reputation of the Schools and your actions need to be in accordance with relevant laws.

POSITION OVERVIEW:

Purpose

The Learning Technologies Support Desk Manager is responsible for the oversight of the frontline Support Desk and to assist users in the productive use of technology, both within and outside of the classroom. It is expected that this position will lead the frontline team in providing excellent customer service, which will involve active participation in the help desk function. The position will require a pro-active approach to ensure that technology enhances both the administrative and the learning and teaching activities of the school.

The Position

Taking the lead in Technical Support:

- Formulate strategies for the provision of onsite IT support to a variety of clients via different service approaches;
- Take ownership of and prioritise user service requests, in line with Service Level Agreements, and ensure that there is a follow up of incidents on behalf of the user and that progress is communicated in a timely manner;
- Mentor frontline Support Desk staff, undertake quality assurance of their work and act as the point of escalation;
- Oversight of the management of user account services such as: Office 365, Google Drive/Doc Accounts, Adobe Creative Cloud and Active Directory: managing user accounts, resetting passwords, etc.
- Ensure asset records are maintained, including warranty information.

Assisting in the productive use of technology

- Assist users, both staff and students, in the productive use of technology, including software;
- Champion the development of internal and sharing of external knowledge base articles to assist with knowledge sharing;
- Ensure the provision of timely user support for systems and events – basic AV event set up, printing and copying, telephony systems and various classroom technologies;
- Provide a positive on-boarding experience for new staff and students;
- Be prepared to set aside time to identify areas of development and testing of new systems, ideas and workflow strategies.

Membership of the Learning Technologies Team

- Liaise closely with the Director of Learning Technologies and the Network and Systems Manager to ensure a comprehensive and collegial alignment to the vision of the Learning Technologies Team;
- Monitoring, trend identification and reporting of IT support requirements in order to identify areas of escalation;
- Assist in the development of forward planning in areas such as: SOEs, annual budget preparation, user device selection and technological innovations.

- Adhere to and enforce ethical behaviours, security processes and procedures to ensure protection of information and school systems.
- Meet expectation of all School policies including Child Protection Procedure and Workplace Health & Safety.

Required Skills & Experience

- 2+ years of experience in an IT Support role;
- Qualifications in IT: Relevant Certificate 3 or above and/or current Tier 1 vendor and/or Tier 2 vendor industry certifications.
- Extensive knowledge and experience with Microsoft operating system;
- Previous experience with Mac operating system is an advantage but not essential;
- Previous experience in managing a small team is highly desirable;
- Previous experience in a school environment is desirable.

Other Must Haves

- Have passed or be able to pass NSW Working with Children checks;
- General understanding of business etiquette as this applies to a school context;
- Have permanent residency or citizenship status in Australia;
- Excellent written and verbal communication skills;
- Advanced troubleshooting and lateral thinking skills;
- Positive approachable personality;
- Can-Do attitude especially when faced with challenges;
- Strong customer service ethos;
- Ability to work both autonomously and as part of a team

Performance:

There will be a review of the role at the end of the initial term of employment

29th November 2017