



Pymble Ladies' College

POSITION DESCRIPTION

Title: Service Desk Technician (Level 1)

Reports to: Service Desk Manager

ORGANISATION SUMMARY

Pymble Ladies' College is a K-12 day and boarding school of the Uniting Church in Australia committed to providing quality educational opportunities for girls within the context of the Church ethos. The College is non-selective and welcomes girls of Christian and non-Christian faiths. With over 2100 students and more than 800 employees, Pymble Ladies' College is a dynamic and progressive educational organisation.

One of the key elements of our strategic plan *Towards 2020: Striving for the highest* is the provision of a personalised education for all girls that is universally acknowledged for its quality, innovation and excellent opportunities. This is underpinned by a strong focus on the development of an innovative and relevant academic and co-curricular curriculum that reflects individual and unique strengths, interests and promotes the wellbeing of girls and young women.

POSITION SUMMARY

The Service Desk Technician (Level 1) reports to the Service Desk Manager. This role plays a key part in supporting and maintaining the user facing technology within the College I.T. systems and network.

KEY RESPONSIBILITIES

1. **Technical**
 - 1.1 Support the College by responding to all enquiries in a prompt, courteous and professional manner at all times
 - 1.2 Support the College by ensuring the continuity of I.T. services, along with the security and integrity of data
 - 1.3 Support the clients of the I.T. Department (students, staff and parents), to enable them in their use of technology
 - 1.4 Support the Hub Team to enable it to work towards a common goal of creating a supportive environment tasked with empowering users of I.T.

- 1.5 Maintain up to date records of requests via the College Helpdesk system
- 1.6 Provide technical support via phone, face to face or email
- 1.7 Take ownership and be proactive when dealing with all assigned service requests and/or incidents by logging issues in the college ITSM tool: Web Helpdesk
- 1.8 Perform imaging of new laptops
- 1.9 Work in line with Incident Management Principles, updating the status of all assigned requests
- 1.10 Escalate complex calls to Senior Service Desk technicians, Service Desk Manager or I.T. Infrastructure Manager
- 1.11 Support clients and students by providing necessary training and guidance
- 1.12 Liaise with the Service Desk Manager if particular requests should be escalated or look at other avenues to ensure a timely response
- 1.13 Work within strict time frames and escalate incidents within defined timeframes
- 1.14 Provide backup Classroom emergencies/AV Support when required
- 1.15 Interact and coordinate with vendors, suppliers, distributors and contract consultants as required.

2. Communication

- 2.1 Conduct all communication with students, staff, parents and members of Pymble Ladies' College community and external entities in an effective, professional and respectful manner
- 2.2 Ensure all written communication is courteous, professional, accurate and reflective of the professional standards of the College
- 2.3 Contribute to effective communication through developing constructive, professional relationships.

3. Risk and Compliance

- 3.1 Ensure that work undertaken is done within the policy of Risk Management and WHS practices
- 3.2 Meet the expectations for safety in the workplace and report potential risk to the Service Desk Manager

- 3.3 Remain informed about Emergency Response procedures and be capable of following and applying these should it become necessary
- 3.4 Report directly to the Principal on any matters relating to child protection
- 3.5 Consistently adhere to College policies and procedure.

4. Professional Learning

- 4.1 Remain abreast of current and best practice standards
- 4.2 Identify and participate in I.T. training programs to remain informed of latest trends and developments that will enhance innovation and improve knowledge and skill.

5. Other duties may be required from time to time

POSITION REQUIREMENTS / CAPABILITIES

- Willingness to support the ethos and values of the College
- Relevant experience providing first level I.T. support
- Knowledge of Apple and Windows computer hardware including, desktop, laptops and mobile devices
- Demonstrable experience supporting one or more computer operating systems such as Microsoft Windows 7/8/10 and or Mac OS
- Demonstrable experience installing and configuring end user software, Office 365, Anti-Virus, Adobe, etc.
- Desirable, but not mandatory: Experience managing, installing Audio Visual hardware and software.
- Experience using an IT Service Management tool to manage, allocate and monitor service requests
- Possess a good mechanical aptitude to be able to resolve issues
- Ability to operate tools, components, and peripheral accessories
- Ability to work in a team environment as well as autonomously
- Possess good proactive, analytical, problem solving and decision-making skills
- Possess good attention to detail, testing and documentation

- Well-developed communication skills, including written, interpersonal and influencing skills
- Demonstrated commitment to continuous improvement
- Ability to demonstrate professional conduct and discretion at all times.