The
Anglican
Schools
Corporation

Role Overview –Systems & Process Support Coordinator

The Anglican Schools Corporation caters for the academic, spiritual and pastoral needs of over 14,000 students in NSW, ranging in age from four to eighteen years. Through its schools, the Corporation provides high quality education delivered in a nurturing, caring, Christian environment.

The Systems & Process Support Coordinator will coordinate activities related to the business as usual support of applications used across the group. The position holder will be responsible for ensuring that the application support needs of our circa 20,000+ student, staff and parent users of those systems are met on a daily basis. The position holder will support the optimal use of our information systems through advice, user documentation, developing reports and writing queries for our schools and Group Office.

Key Responsibilities

- Coordination of the Systems & Process Support Team
- Developing team technical and customer service skills and knowledge
- Creating a team culture that encourages a client focus and a view of working together to find solutions to all problems
- Assuring adherence to service level agreements, support team processes, practices, standards and documentation
- Assisting with the development of end user training materials and knowledge base for applications
- Together with the Systems & Process Support Officer, resolving user support requests on a daily basis

The successful candidate will ideally have a mix of the following skills and attributes:

- Demonstrated track record of strong communication skills and service delivery
- Demonstrated IT technical skills, particularly SQL
- Ability to assume responsibility for outcomes and can work with little supervision
- Ability to develop good relationships with stakeholders and learn quickly about how they interact with our systems on a daily basis
- Experience in generating and levering data from systems to produce relevant (visual) metrics, which present data in meaningful ways
- Experience with student management and other school-based systems such as Edumate, Edval, Canvas or equivalent products
- Exposure to school working environments
- Exposure to financial systems
- Exposure to Business Intelligence toolsets

Applications

Applications addressing the above criteria are invited from committed Christians who should email a covering letter and CV, which will include the names and contact details of two professional referees and your current church Minister.

Enquiries and applications can be emailed to recruitment@tasc.nsw.edu.au

Group Office Position Description

Mission

To provide affordable quality Christian education

Vision
Serving Christ by equipping students for His world

Group Office Values

The ASC Group Office is in the business of enabling our schools.

We aim to be a Christ- like people. Our values are accuracy & timeliness, ownership of outcomes, improvement and courtesy.

Position Title:	Coordinator; Systems & Process Support
Employee Name:	
Department:	Technology Services
Responsible to:	Team Leader; ICT Support
Key working relationships:	Systems & Process Educators, Systems & Process Analysts, School Edumate Co-Ordinators, Other Key System Users
Direct Reports:	Systems & Process Support Officer
Position Purpose:	To support the optimal use of our information systems through advice, user documentation, developing reports and writing queries for our schools and Group Office.
Key Challenges:	Improving the service levels and functionality of our information systems. Facilitating and optimising the use of data from our business systems for teaching, learning and administration.

Key Tasks	Performance Measures
KPI #1 Relationships, Communication & Organizational Delivery	• Monitor and lead the Systems & Process Support Team • Understanding of how stakeholders interact with key Information systems on a day-to-day basis • Team is adequately trained, mentored and equipped to perform their roles • Communication is delivered in a professional, timely and effective manner • A service oriented approach to all activities and tasks is observed • Workload is planned and prioritized appropriately • Strong working relationships with key staff at schools & GO is observed, evidenced by positive feedback • A problem solving approach to issues is observed • Effective communication with vendors and service providers is used to work through operational issues with key Information systems • Demonstrated ability to participate as an active team member consistent with the philosophy, values and policies of the Corporation
KPI #2 Application Support	• Support requests are effectively dealt with at the first and second level of support where appropriate • Support requests are prioritized and responded to in a timely and appropriate manner • Level 3 support requests are effectively escalated to the Systems and Process Analysis team • User documentation for key information systems within the Corporation are developed and maintained • Recommendations are made where appropriate for process or system improvements to ensure optimal use of information systems
KPI #3 Application Configuration and Database Reporting	• Information systems are configured for optimal use, including the creation of templates and reports • Processes and reports are designed, developed and tested for extracting data from information systems for different stakeholders • Systems are continually improved to solve recurring issues
KPI #4 Specific Tasks of Focus for 2018	• A sound understanding is developed of our Information systems and how they relate to key processes in the schools and group office • Begin to standardize and configure specialist reports across all school Information system instances • Improve service delivery to schools by reducing recurring issues and resolution times • Assist in implementation of other projects as required

Compliance & Operations	
Ensure relevant policy and procedures are followed	• Ensure that the WH&S policy is followed
	• Support requests are prioritized, responded to and resolved in accordance with the 'Support Team Manual' (SLA).
	• 3rd party vendors are followed up where service levels are not meeting the agreed requirements.
	• Ensure information security policy is followed and data integrity is maintained by control of access to the respective applications and data sources.
	• Ensure that the data retention policy is followed as it relates to your work
	• Ensure 3rd party contractors are treated in accordance with the 3rd party ICT Contractors Policy when they are your responsibility
	• Ensure that change management procedures are followed as they relate to your work
Other Duties	• Other duties as directed by the CTO.

Signature of holder of Position:	
Date:	
Manager's Signature:	
Date:	