



Role Overview – Technology Support Officer; Penrith Anglican College

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. Currently operating 19 independent schools, the Corporation provides high quality education delivered in a nurturing, caring, Christian environment.

The Technology Support Officer (TSO) is responsible for the delivery of level 1 and level 2 IT support services to staff, student and parents. The onsite support team assists our end users to utilize ICT infrastructure, which meets the educational and administrative needs of the 21st century school environment.

The TSO is tasked with providing quality reactive and proactive customer service in a timely manner. In addition, the TSO has a focus on ownership of our customer's issues through to successful resolution.

The following essential criteria will be used as a guide in determining a person's suitability for this position:

- Experience in supporting end user hardware and software.
- Desktop support experience in a Microsoft Windows 7, 8 & 10 environment.
- Some network support skills.
- Experience in managing and prioritizing own workload in accordance with SLA's.
- Demonstrated experience in managing reactive ICT service requests using a dedicated CRM system.
- Demonstrated track record of strong communication skills and initiative.

The following desirable criteria will be used as a guide in addition to the essential criteria to assist in determining a person's suitability for this position:

- Exposure to school working environments.

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.

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

Should you wish to discuss the role in more specific detail, Mr Aaron Niranjana, Manager; ICT Operations can be contacted on (02) 8567 4000.



Anglican Schools Corporation
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:

1. Accuracy & timeliness
2. Ownership of outcomes
3. Improvement
4. Courtesy

Position Title:	Technology Support Officer; Penrith
Employee Name:	
Department:	Technology Services
Responsible to:	Team Leader; ICT Support
Key working relationships:	Team Leader; ICT Support, Technology Solutions Engineer's, Fellow Technology Support Officer's, School End Users
Position Purpose:	To ensure the effective delivery of the ICT services within Penrith Anglican College.
Key Challenges	Being alert to the local need for expert support from staff, students and parents, endorse team culture change with the implementation of service level agreements, Improving the responsiveness and customer service focus towards end user support needs
Key Result Areas	Completion of user requests in a timely manner, User satisfaction in relation to request resolution is high, SLA is adhered to.

Key Tasks	Performance Measures
<p>General Operations</p> <ul style="list-style-type: none"> Actively manage user requests 	<ul style="list-style-type: none"> Helpdesk queue is maintained at minimal levels at all times Resolution times are competitive within the local ICT context and the wider Corporation's context Communication and transparency is demonstrated with users
<p>Relationships & communication</p> <ul style="list-style-type: none"> Build strong working relationships with all end users Timely, professional & effective communication 	<ul style="list-style-type: none"> Superior verbal & written communication skills: professional, timely & effective Strong working relationships all users Ability to escalate support matters in a productive manner Ability to work through issues with school & GO staff, receiving positive feedback Ability to follow instructions from team leader and higher management Be alert and communicate local need for change and improvement to team leader
<p>Service Delivery</p> <ul style="list-style-type: none"> Support end user hardware & software Manage support requests in accordance with agreed SLA Active resolution of end user support requests 	<ul style="list-style-type: none"> Issues with end user hardware and software are resolved Support requests are prioritized, responded to and resolved in accordance with the 'Support Team Manual' (SLA) Appropriate feedback is delivered to users at 'in progress' and 'completion' stages of support requests Workload is managed in a productive manner
<p>Project Work</p> <ul style="list-style-type: none"> Support implementation of projects 	<ul style="list-style-type: none"> Actively participate and carry out project deployment duties in accordance with team leader's and higher management's instructions
<p>Compliance</p> <ul style="list-style-type: none"> Ensure relevant policy and procedures are followed 	<ul style="list-style-type: none"> Ensure information security policy is followed as it relates to your work 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 Ensure IT asset register is maintained as it relates to your work Ensure that the WH&S policy is followed as it relates to your work Ensure that all change is appropriately documented as it relates to your work Ensure that you are aware of your role and responsibilities as it relates to policy and procedure that is not listed above
<p>Other Duties</p>	<ul style="list-style-type: none"> Other duties as directed by management

Acknowledgement

**Signature of holder of
Position:**

Date:

Manager's Signature:

Date: