

# ICT Support Manager

The Anglican Schools Corporation caters for the academic, spiritual and pastoral needs of over 18,000 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 ICT Support Manager will lead and manage activities related to the support of ICT infrastructure, end user devices and applications used across the group. The position holder will be responsible for ensuring that they have a technically skilled and customer focussed team, readily equipped to support over 18,000 students and 2500 staff.

## **Key Responsibilities**

- Management of the ICT Support Team, which includes infrastructure, end user devices and application technical support.
- Oversee daily operations of the ICT Helpdesk, ensuring timely response, resolution of tickets, and monitoring of service queues.
- Manage device lifecycle and coordinate end-user device (EUD) rollout schedules.
- Manage staff leave and organise coverage during absences, to ensure support levels are maintained.
- Develop team technical and customer service skills and knowledge.
- Create a positive and collaborative team culture focused on client satisfaction, problem-solving, and continuous improvement.
- Act as the primary escalation point for resolving complex ICT support issues and client concerns.
- Occasionally be required to step into an ICT support role if required.
- Development and/or oversight of service level agreements, support team processes, practices, standards and documentation.
- Develop training programs and upskilling plans to build the team's technical and customer service capabilities.
- Plan and deliver ICT Tech Days and team-building activities to support engagement and knowledge sharing.
- Development of end user training materials and knowledge base.
- Daily workload management of 30+ support staff, to ensure achievement of both the service level expectations of clients and adherence to agreed standards, policy and practices.
- Use performance indicators and feedback to monitor service quality and drive ongoing improvement.
- Work with the ICT Applications Manager and ICT Infrastructure Manager to coordinate major outages and changes.
- Work closely with the Cyber Security team to maintain security compliance and assist with incident investigation and remediation.
- Approve ICT-related procurement including hardware, printers, and vendor requests, ensuring alignment with budget and standards.

The successful candidate will have:

- Experience managing and leading a large team of ICT staff, preferably in a K-12 Education setting.
- A strong technical support background.
- Strong technical knowledge of Windows, Mac OS and iOS operating systems, corporate network and server infrastructure.
- Highly skilled client support and relationship management skills.
- Exceptional written and verbal communication skills.
- Exceptional planning and organisation skills.
- Strong background in coaching and mentoring team members.
- Strong problem-solving skills.
- Aptitude and initiative.

## **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](mailto:recruitment@tasc.nsw.edu.au). Should you wish to discuss the role in more specific detail, Mr Aaron Niranjana, Chief Technology Officer can be contacted on (02) 8567 4000.