



# The Anglican Schools Corporation

## **Role Overview – Team Leader; Application Support**

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

The Team Leader; Application Support is responsible for coordinating services which support our key software applications. In essence, the team assists our end users to utilise the systems that are needed to meet the educational and administrative needs of the 21<sup>st</sup> century school environment.

Each team member is tasked with providing quality reactive and proactive customer service in a timely manner, with a particular emphasis on the 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:*

- Demonstrated experience in working within an IT service team
- Ability to successfully manage and prioritise a team workload in accordance with an SLA
- Demonstrated experience and understanding of School Management Systems (preferably Edumate)
- Demonstrated experience and understanding of Learning Management Systems (preferably Canvas)
- Proven experience developing and maintaining strong vendor relationships
- Proven skills in interpreting user needs and translating them to a technical team
- Proven application support skills, including the ability to create and modify SQL
- Demonstrated track record of strong communication skills and initiative, with a focus on excellent customer service, professional interaction and personal presentation

*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
- Full stack development skills

### **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, ICT Operations Manager can be contacted on (02) 8567 4000.



**The Anglican Schools Corporation  
Group Office Position Description**

**Group Office Values**

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

We aim to be a Christ- like people.

**Our values are:**

1. **CHRIST** we put him first
2. **PEOPLE** our gifts, contributions and growth
3. **SERVICE** trusted for our accountability and commitment to quality
4. **INNOVATION** striving to improve
5. **INTEGRITY** truth with respect and openness

<b>Position Title:</b>	Team Leader; Application Support
<b>Employee Name:</b>	
<b>Department:</b>	
<b>Responsible to:</b>	
<b>Key working relationships:</b>	
<b>Direct Reports:</b>	Application Analysts (x3)
<b>Position Purpose:</b>	To assist with ensuring the effective delivery of services which support our key software applications.
<b>Key Challenges</b>	Developing a solid understanding of the requirements of each unique set of end users, being able to effectively prioritise and delegate service requests accordingly. Encouraging team culture change with the implementation of service level agreements, leading to an improved and responsive customer service focus. Developing and maintaining strong relationships with internal and external stakeholders and vendors.
<b>Key Result Areas</b>	Completion of user requests in a timely and courteous manner, whilst adhering to the agreed SLA. User satisfaction in relation to request resolution and professional interaction is high. Project work is completed in a timely manner with attention to detail.

Key Tasks	Performance Measures
<b>Management &amp; leadership</b> <ul style="list-style-type: none"> <li>Assist the manager with the organisation of the team</li> <li>Assist the team in training</li> <li>Be a professional role model for staff and students in both conduct and in personal presentation</li> </ul>	<ul style="list-style-type: none"> <li>Team is well managed and effective</li> <li>Team members receive effective training</li> <li>Appropriate staff available for key tasks</li> <li>Adequate feedback is provided to team members to create an environment of continual improvement and clear expectation</li> </ul>
<b>Relationships &amp; communication</b> <ul style="list-style-type: none"> <li>Develop strong &amp; professional relationships with key staff at schools &amp; Group Office</li> <li>Escalation point for support issues</li> <li>Timely, professional &amp; effective communication</li> <li>Build strong vendor relationships</li> </ul>	<ul style="list-style-type: none"> <li>Provide an excellent customer service experience to staff and students, evidenced by positive feedback and surveys</li> <li>Superior verbal and written communication skills: professional, timely and effective with attention to tone</li> <li>Strong working relationships with key staff at schools &amp; Group Office, evidenced by positive feedback and surveys</li> <li>Seen as a point of escalation for support matters within the team</li> <li>Ability to identify training requirements for relevant staff and provide recommendations to the team leader</li> <li>Ability to work through issues with school &amp; GO staff, receiving positive feedback</li> <li>Daily operational support to the manager</li> <li>Organise and assign tickets for the team</li> </ul>
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Assist with support requests in accordance with agreed SLA</li> <li>Active resolution of end-user support requests</li> <li>Work with vendors on escalations that require vendor assistance</li> <li>Assist in helpdesk management of requests and escalations</li> </ul>	<ul style="list-style-type: none"> <li>Support requests are prioritized, responded to, and resolved in accordance with the 'Support Team Manual' (SLA)</li> <li>Appropriate feedback is delivered to users at 'in progress' and 'completion' stages of support requests</li> <li>Team workload is monitored in a way that is matched to team skills and is equitable</li> <li>Hands-on participation in resolving requests where workload demand requires it</li> <li>3<sup>rd</sup> party vendors are followed up where service levels are not meeting the agreed requirements</li> </ul>
<b>Project Work</b> <ul style="list-style-type: none"> <li>Support implementation of projects across the Corporation</li> <li>On occasion lead projects</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring that team resources are available and following their roles and responsibilities within identified scopes of work</li> <li>Work closely with other teams requiring project resourcing from your team, ensuring a balance with day to day support needs</li> <li>Providing a high level of initiative and detail when coordinating and communicating with vendors and stakeholders</li> <li>Overseeing project communication to key project stakeholders from your team</li> </ul>

<b>Governance</b> <ul style="list-style-type: none"> <li>• Ensure relevant policy and procedures are followed</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Information Security Policy is followed</li> <li>• Ensure that the Data Retention Policy is followed</li> <li>• Ensure 3<sup>rd</sup> party contractors are treated in accordance with the 3<sup>rd</sup> party ICT Contractors Policy</li> <li>• Ensure that change management procedures are followed</li> <li>• Ensure that the WH&amp;S policy is followed</li> <li>• Ensure that all change is appropriately documented</li> <li>• Ensure that personnel are aware of their roles and responsibilities as they relate to policy and procedure</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Other duties as directed by your manager</li> </ul>

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