Service Delivery Coordinator / Senior IT Helpdesk Engineer (Full Time Permanent)

The Association of Independent Schools of NSW (AISNSW) is the peak body supporting and representing independent schools in NSW and provides a range of services across the state. With the core values of integrity, professionalism, respect and collegiality AISNSW seeks to further the ideals of independent education: choice, diversity, quality, opportunity and excellence.

The position of Service Delivery Coordinator / Senior IT Helpdesk Engineer will provide professional assistance to administer the effective coordination of the Technology Team including providing Level 1-3 customer service.

The role represents an opportunity for a highly skilled, motivated individual to further develop their career by working in a professional, collegial, and dynamic not for profit Association providing services to independent schools in NSW and acting as their peak body.

The position is part of the Technology Team and will report directly to the Head: Technology.

To be successful in this position you need to be an excellent communicator, particularly able to articulate spoken English with clarity and precision, a person of integrity, with high-level administrative and technical skills, and the capacity to administer and support a variety of business applications and processes.

We look for enthusiastic, dedicated and adaptable staff who demonstrate initiative and professional behaviour and support the purpose and values of the organisation.

The appointee will be a proactive communicator and have outstanding interpersonal and presentation skills.
Key Responsibilities

Indicators that the role is being undertaken successfully would include:

- Administer the Technology Team’s day to day service delivery function including:
  - central communication point for staff, schools and vendors
  - oversight of the service portal and associated ticket allocation to team members
  - facilitate team stand up meeting on a rotational basis
  - administer staff communications using appropriate branding and style guides
  - development of presentations (probably clarify this some more)
  - event management for select committees, programs and networking events
  - administration of vendor contracts, quotation, delivery and invoicing
  - coordination of internal helpdesk documentation
  - asset management and inventory tracking

- Work with the team and support partners to respond to and resolve ICT and AV incidents (Levels 1 - 3)
  - resolving hardware / software incidents
  - asset imaging and deployment
  - event support in our Conference Centre and Meeting Rooms
  - manage and administer cloud tools such as Zoom, AvePoint Backup
  - manage changes to Active Directory, Office 365, and SharePoint sites

- Coordinate problem and incident management
  - escalating issues to internal and/or vendors
  - root cause analysis and coordination of post incident reports
  - process improvement and training e.g. Incident Management and Change Management

- Maintain updated user guides, intranet sub-site and coordinate technical documentation

- Progress on-going priorities e.g.: coordinating the implementation device upgrade program

- other duties as required by the Chief Executive.

Technical Skills

- Experience supporting Microsoft Windows 10 operating systems
- Experience supporting Office 365, SharePoint Online, Teams, and other Microsoft services
- Experience with cloud tools such as Zoom, OneDrive; AvePoint; Sophos; LogMeIn; etc.
- Imaging of computers using SCCM or Intune
- Managing iOS devices (iPhone; iPad)
- Supporting Audio visual equipment and events including Crestron; Zoom Rooms; etc.
- Experience with ITIL processes
Personal Attributes

- Clearly articulated spoken English
- Demonstrates proactive, customer focused approaches
- Contributes positively to the IT Team, staff and guests
- Works collaboratively with others including third parties to achieve shared goals and meet agreed timelines
- Engages in continuous improvement, proactively seeking to improve the ICT function of the organisation
- Demonstrates problem-solving skills and lateral thinking
- Is reliable and open to feedback
- Ensure that Work, Health & Safety requirements are met

Qualifications

Relevant certification possibly including one or more of the following:
- Microsoft Certification(s) – Windows 10; SharePoint Technology Specialist; etc.
- IT service management (ITIL)

Has relevant tertiary qualifications and related experience in Information Technology
e.g.: Bachelor of Information Technology or similar

Relevant Experience

Experience working for a not-for-profit organisation or a school, preferred but not essential.
Hands on experience managing and working with applications such as:
- ticketing system (Solarwinds Service Desk)
- device management and imaging (Win 10; SCCM, LogMeIn)
- anti-virus (Sophos and MimeCast)
- active directory (on premise and Azure)
- telephone system (MiTel)
- document management (Office 365; SharePoint Online and MS Teams)
- mobile device management (InTune)
- supporting other applications (eg: Zoom Rooms; MS Teams; Creston)
General conditions of the Role

Hours of Work: The role is full-time.

Annual Leave: Four weeks annual leave is provided.

Professional Learning: Professional learning opportunities that develop and support career development are arranged throughout the year.

Reporting Line: All positions are overseen by the Chief Executive and the Chief Operating Officer. The role reports to the Head: Technology.

Team: This role will work with a multi-functional and highly skilled professional services team.

Application process

Candidates are required to provide the following:

- covering letter addressing the key responsibilities
- copy of their full curriculum vitae
- AISNSW Employment Application Form (available on the website)
- LinkedIn details (if available)
- Two confidential referees
- Copies of qualifications

Note: All Candidates are required to complete the AISNSW Employment Application Form, any uncompleted applications will not be considered.

The Interview process will comprise the following processes:

1. An initial Zoom interview (15 min)
2. Subsequent in-depth Zoom interview (60 min)
3. In person meeting and skills assessment (60 min)
4. Referee check (Note: Referees will be contacted only after prior consultation with the candidate).

Please direct any questions and applications to:

Margaret Molloy
Manager: Human Resources
Human Resources Department
Phone: (02) 9299 2845
Email: hr@aisnsw.edu.au

CLOSING DATE: Friday 24th July 2020