ICT Service Coordinator

Loreto College is a Catholic secondary school for girls in the tradition of Mary Ward with a current enrolment of 950 students.

Loreto College Ballarat was the first of the Loreto Schools in Australia, established by Mother Gonzaga Barry in 1875. It is our vision, as a Loreto school, to offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service. The five pillars of a Loreto education are those of *Freedom, Justice, Sincerity, Verity and Felicity.* Loreto College has its foundation in the gospel of Jesus Christ and is proud to be part of and contribute to the larger Catholic community. Religious affiliation is not a condition of employment; however, applicants must be aware of and in sympathy with, the College's religious aims as a Catholic school.

Loreto College Ballarat is an organisation committed to Child Protection and to the implementation of Childsafe policies and practices.

Position Summary

The ICT Service Coordinator will oversee the support provided to all end users of the College with a focus on delivering the highest level of customer service. The role includes the day-to-day management of team members and the prioritisation of effort towards relevant tasks and projects and responsibility for their timely completion. This role may also include mentoring other service team members in both a technical capacity and customer service role-modelling capacity.

The position also supports the College by managing the delivery of the Colleges training plan for all staff, students and parents & carers in College ICT policies, systems, and applications. Additionally, the role supports the College in its digital transformation strategy by overseeing the implementation of relevant modernisation projects as well as providing training and assistance to all users in the adoption of new technologies.

The ICT Service Coordinator will act as the Technical Lead for providing support to end-users, including troubleshooting hardware, software, and networking issues, resolving incidents and service requests, repairing devices (where applicable) and providing timely resolution of issues to minimise downtime.

This role is responsible for providing a single point of contact for end users to receive support within the organisations desktop/laptop/mobile computing environment while also providing support for audio visual equipment. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment to ensure optimal performance.

The ICT Service Coordinator will also troubleshoot problem areas (in person, by telephone or remote access) in a timely, friendly and accurate fashion, and provide high quality customer focused end-user assistance where required. This role may also include mentoring other service team members in both a technical capacity and customer service role-modelling capacity.

All roles within the Loreto College Ballarat ICT Department are responsible, first and foremost, for providing an excellent customer service experience to all College stakeholders during their interactions with ICT at Loreto College Ballarat.

This is a key role within the ICT Department at Loreto College Ballarat that requires a dedicated focus on customer service, with the incumbent being a team player, enthusiastic, willing to lead by example and flexible in undertaking tasks outside of role-specific responsibilities.

This position reports to the Director of ICT, is under administrative management by the Business Office and is responsible to the Principal.

Key Responsibilities

Customer Service
- Demonstrates a clear ability to provide excellent customer service, including strong communication and interpersonal skills, and a commitment to meeting customer needs and expectations.
- Communicate with staff, important and relevant ICT information as required including through attendance at staff briefings, faculty meetings and other meetings as required.
- Liaise with Parents & Carers to ensure easy and reliable access to College systems (including but not limited to Parent Access Module (PAM), Loreto Mobile App) and manage and oversee the timely resolution of issues as they arise.
- Communicate and provide training to all users (including Parents and Carers) on computer use, College systems, self-help resources, common issues and other relevant topics as required.
- Manage the onboarding of new staff and students to the College with all relevant equipment and access to college systems to allow staff and students to commence as per agreed commencement date.
- Develop and mentor team members on good customer service principles.
- Continually review college systems and processes as they relate to customer service with a focus on continuous improvement.

Training of staff, students, and parents
- Assist with the training of all users in the use of college learning and administration systems, common applications (Microsoft Suite of products including Teams, Outlook, SharePoint, PowerPoint), and other applications including audio visual equipment (e.g., Vivi) and printing devices (3D and Standard)
- Attend student classes and explain College policies and procedures for ICT use (e.g., ICT resources agreement, Digital device agreement)
- Attend student classes and advise the context of when College applications should be used and demonstrate the routine operation (e.g., Microsoft products, learning management systems)
- Attend staff and curriculum meetings to assist with training in common use of college applications, and additionally any changes in application use.
- Attend staff, student and parent induction days and assist with onboarding.
- Assist in the demonstration of ICT equipment and applications during school tours.

Technical Support Leadership

- Provide L1/L2 and some Level 3 (escalation) technical support to end-users (staff, students and parents), including troubleshooting hardware, software, and networking issues, resolving incidents and service requests, escalating complex issues as necessary while providing timely resolution of issues to minimize downtime.
- Leading the customer service team by overseeing the identification causes of issues reported and problem-solving solutions with users to minimise downtime and maintain continuity of college services and systems.
- Development and maintenance of internal procedures, checklists and guides that can support the ICT team to deliver efficient resolution of common technical issues to customers.
- Development and maintenance of external documents, guides, posters, and procedures that are easily accessible and assist staff, students and families and carers to resolve common ICT issues.
- Coordinate the development and execution of complex tasks and projects.
- Lead, mentor and develop less experienced ICT team members to improve skills in solving technical issues.

Systems Administration

- Perform basic system administration tasks, including Active Directory actions such as password resets, account creation, and off-boarding. Ensure adherence to security protocols and maintain accurate user records.
- Assist with the other management and administration ICT system tasks where instructed or requested.
- Participate in the advancement of cyber security protocols.
- Administer the Colleges active directory through regular maintenance including additions, deletions and maintenance of users, groups, and computers.
- Identify inefficient ICT process and tasks and develop scripts and automations to streamline them.

Infrastructure Monitoring and Maintenance

- Assist with monitoring and maintenance of ICT systems, including backups, system patches, upgrades, and security updates as directed by the ICT Support Officer – Systems to ensure systems are running optimally and vulnerabilities are mitigated.

Incident and Request Management

- Manage and prioritise support incidents and service requests, ensuring timely resolution and effective communication with end users.
- Use ICT service management tools to track and document incidents and requests.
- Triage, prioritize and delegate to ICT team members Help Desk tickets from all users and be responsible for the timely resolution of each ticket.
- Be responsible for clear and timely communication to end users regarding forecast resolution timeframes.
- Deliver regular updates to Director of ICT of status of all College help desk tickets and adherence to service level agreements standards.
- Identifying and escalating complex issues to the Director of ICT that require third party support to develop solutions.
- With the assistance of the Director of ICT, engage, coordinate, and manage third party providers in the delivery of tasks and projects.

Documentation and Knowledge Management

- Maintain accurate and up-to-date documentation of support processes, troubleshooting steps, and solutions.
- Contribute to the knowledge base and provide training to end users on common technical issues and self-help resources.
- Ensure documentation is up-to-date and easily accessible to relevant stakeholders.

Application Support

- Provide an escalation point for user assistance for staff, students and parents in the adoption of school-wide applications in general use at the College (including Microsoft products) and other software, as it is adopted by the school community.
- Provide an ICT induction session at new staff induction days by providing an overview of school wide applications in general use.
- Escalate queries as required to relevant vendors.

Continuous Improvement

- Identify opportunities for process improvement and service enhancements.
- Stay updated with emerging technologies, industry trends, and best practices in technical support.
- Recommend and implement improvements to enhance service delivery and customer satisfaction.
- Be active in relevant professional associations, user groups, and broad reading to keep abreast of current best practice in systems administration including cyber security.
- A willingness to be involved in professional learning and development opportunities.
- Supporting the investigation and delivery of continuous improvement projects to College systems and processes.

People Management

- Oversee and provide guidance to team members regarding tasks and projects required to be completed and oversee the progress towards completion.
- Communicate openly with all team members regarding tasks and projects and required completion dates
- Keep Director of ICT informed of issues and concerns impacting the team and College.
- Manage relationships with external contractors that support the customer service of the College
- Motivate, develop and mentor team members

Professional Standards

- Work collaboratively with other ICT staff to ensure that ICT services are delivered to agreed standards.
- Demonstrate professionalism, including the ability to maintain confidentiality, work with integrity, and act in a responsible and ethical manner at all times
- Be available and responsive when users require assistance

Other

- Flexibility and willingness to work as part of a small ICT team and of a larger business unit that the ICT group belongs to.
- Perform other duties as required to support the needs of the organisation as directed.
- Attend College Staff Meetings providing ICT technical support where required.

Shared Responsibilities

Mission and Ethos

- Have a commitment to, and a clear understanding of the ethos of a Catholic School and the Loreto charism of Mary Ward.
- Support the Catholic ethos by taking part in staff and student prayer, retreats, social justice activities and voluntary service.
- Role model Christian values in all dealings with students, staff and parents
- Maintain confidentiality at all times and demonstrate high professional standards within the College and community.
- Provide consistent public support both within and outside the College for school-wide policies, initiatives and strategic plans.
- Take reasonable care for their own health and safety and for the health and safety of others who may affected by their acts or omissions and cooperate with anything Loreto College does to comply with OHS requirements.

Child Safety

- Have a clear understanding of Ministerial Order 1359 on Child Safety as it relates to the College's Code of Conduct, policies, procedures and practice.
- Be familiar with and comply with the College's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.
- Provide students with a child-safe environment.
- Uphold a zero-tolerance attitude towards child abuse.
- Ensure cultural safety for Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds.
- Provide a safe and accessible environment for children with a disability.
- Implement strategies that promote a healthy and positive learning environment.

Key Selection Criteria

The criteria listed below will inform the selection process:
- An awareness of and commitment to the College's aims and culture as a Catholic College in the Loreto tradition.
- A degree in Computer Science, Information Technology or related field.
- A valid Microsoft certification (or any role-based Microsoft Certifications)
- Other relevant industry certifications, such as CCNA, CompTIA would be highly regarded.
- Experience with performance level audio-visual equipment
- Knowledge of Mac and iOS operating systems
- Test and Tag certification.
- ITIL certification or familiarity with ITIL best practices.
- Experience in an ICT customer support role in a Windows environment
- Experience in an education sector
- High-level knowledge of end user devices with the ability to identify and resolve common hardware and system faults and troubleshoot complex issues.
- Sound knowledge of server and storage infrastructure, including virtualization with the ability to identify and resolve some common hardware and system faults and assist with escalated complex issues.

- Sound knowledge of network infrastructure, including wired and wireless technologies and standards with the ability to identify and resolve some common hardware and connectivity faults and assist with escalated complex issues.
- High-level interpersonal and verbal communication skills and strong leadership skills.
- Excellent customer service skills, with a commitment to meeting customer needs and expectations.
- Proven ability to work effectively as part of a team, including the ability to collaborate with colleagues, share knowledge and expertise, and provide support and leadership to team members as required.
- The successful applicant must have a willingness to be involved in professional learning and development opportunities and have a focus on identifying and delivering continuous improvement opportunities for the benefit of the College.
- Flexibility to adapt to changing business requirements and technology environments, and a willingness to work on projects across different business units, learn new skills, and technologies as required.
- Strong attention to detail and accuracy, including the ability to ensure that ICT systems are configured and maintained to a high standard of quality and reliability.
- Proven ability to take initiative, identify opportunities for improvement, and implement solutions to enhance IT systems and processes.
- Demonstrated professionalism, including the ability to maintain confidentiality, work with integrity, and act in a responsible and ethical manner at all times.
- An ability to foster positive relationships with students, families, and staff members and work collaboratively.
- A demonstrated commitment to the safety, wellbeing, and inclusion of all children
- The ability to laugh at oneself, reflect and commit to continual learning
- The successful applicant must hold or be willing to acquire a Working with Children Check card and a National Police Record Check before employment.