

Position Description

Service Desk Team Lead

OVERALL PURPOSE OF THE POSITION

The ICT Service Desk Team Leader plays a pivotal leadership role in ensuring a customer-focused, efficient, and effective service desk operation. Reporting to the ICT Operations Manager, the position has responsibility of service team performance, service delivery outcomes, and the continuous improvement of service standards.

The role is a senior and integral part of the Barker ICT Department, and the position provides opportunities to further develop skills and experience, in areas of technology and team leadership as appropriate to the School's need. The position has a high degree of autonomy in managing the day-to-day activities required of the role, and combines service excellence, team leadership, and operational oversight of all service operations within the department.

PRIMARY DUTIES & RESPONSIBILITIES

- Lead, mentor and support a team of high performing ICT support staff, to deliver first-class IT support services
- Oversee daily operations of the Service Desk, ensuring timely resolution of incidents and service requests in line with agreed SLAs.
- Monitor and manage ticket flow via the ticketing system and resource scheduling with efficiency.
- Act as a primary escalation point for complex technical issues affecting teaching, learning, and administrative operations.
- Act as a subject matter expert on service desk operations, systems, and customer service practices.
- Support the integration and use of learning technologies, student information systems and digital classroom tools.
- Ensure consistent and effective communication with end users including teaching staff, administration, parents and students.
- Develop and maintain ICT knowledge base articles and standard operating procedures.
- Monitoring and improving service quality through performance metrics, knowledge sharing, and proactive engagement with stakeholders.
- Collaborating with ICT Infrastructure and Applications teams on broader technology initiatives and projects
- Work with external vendors to deliver seamless client outcomes and tackle challenges head-on
- Provide regular reporting on service desk performance and key metrics.
- Follow up with customers on an ad-hoc basis to identify areas for improvement and provide customer feedback to the appropriate internal teams.
- Support the ICT Operations Manager in planning and delivering ICT Initiatives.

The list of areas and responsibilities in this position description are seen to be indicative and not exhaustive.

The Head of ICT or Head of Barker College may direct other duties, commensurate with the ICT Service Team Lead's training and experience, at their discretion at any time.

This position description may be reviewed following a summative appraisal, or at some other time by negotiation.

Key Performance Indicators

- Customer satisfaction rate.
- Service team (employee) satisfaction rate and retention rate
- First contact resolution rate.
- High percentage of Incidents responded to and resolved within target OLAs and SLAs.
- Clear documentation of day-to-day procedures.
- Asset allocation precision.
- Ability to perform tasks after training without continual follow up reinforcement.
- Ability to set priorities and maintain deadline.
- Timely escalation of issues to the ICT Operations Manager where appropriate.
- Maintain neat and tidy workplace.

SKILLS AND KNOWLEDGE ESSENTIAL TO THE JOB

- Previous experience in a Service Desk leadership or senior IT support role, preferably within the education sector.
- Outstanding communication (verbal & written) and stakeholder management skills, with the ability to build trust and influence outcomes.
- Familiarity with ITIL Frameworks and Service Management practices
- Exceptional problem-solving and analytical skills.
- A deep commitment and passion to customer service excellence.
- Excellent organisational and time management skills.
- Exceptional communication skills and effective liaison with a broad cross-section of people including teaching, administration staff and external providers.
- Ability to work under pressure, establish priorities and set and achieve work goals.
- Education professional with demonstrated proficiency in supporting a complex ICT environment.

ESSENTIAL TECHNICAL SKILLS

- Experience with Windows, macOS, iOS device support and Microsoft 365 applications.
- Knowledge of MDM Applications such as Intune/Autopilot.
- Proven experience in ITIL, ticketing systems and customer service principles.
- Understanding of IT support in a school or tertiary education environment (e.g., devices in classrooms, AV, Learning Management Systems) will be advantageous.

ESSENTIAL PERSONAL ATTRIBUTES

- Proactive and results-oriented mindset with a focus on continuous improvement
- Commitment to high levels of customer service
- Empathy and patience in dealing with staff and students of varying technical ability.
- Ability to prioritise work schedules by being self-directed and motivated.
- Ability to work both independently and as a proactive member of a team.
- Aptitude to learn new software packages, applications and services.
- An interest in current technology trends, especially in how they relate to education and learning.
- Exceptional personal standards of honesty, integrity and professionalism.
- Strong motivation, influencing and team-building skills.
- Ability to support the Christian values and ethos of the school.

QUALIFICATIONS

- A minimum of 5+ years of hands-on, relevant IT Support experience
- Tertiary qualifications or accreditation in Service Management methodologies such as ITIL would be highly beneficial.
- Industry-recognised certifications such as Microsoft, CompTIA A+, Network+ and/or Security+, or equivalent TAFE certification would be an advantage, but not essential.

ACCOUNTABILITY

Child Safety

Barker College has an abiding commitment to the safety, protection and well-being of all children and young people in our care. All staff members will be held accountable for ensuring adherence to the policies of the School, in particular those relating to the safeguarding of children.

General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Disciplinary Management Procedures. This defined accountability is underpinned by the Barker College Staff Code of Professional Practice, Complaints and Performance Management procedures.

Work Health and Safety

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

SPECIAL CONDITIONS

- This is a full-time position with 4 weeks annual leave per year.
- Normal working hours are Monday to Friday via roster:

- 8.00am to 4.00pm (3 days per week)
- 7.30am to 3.30pm (1 day per week)
- 9.00am to 5.00pm (1 day per week)
- Prepared to undertake any additional training to complement the position.
- Performance will be measured against objectives set.
- Flexible working hours

ORGANISATION CHART RELATIVE TO POSITION

The Manager's Manager: Head of ICT

The Immediate Manager: ICT Operations Manager

This Position: ICT Service Team Lead

APPROVAL

This position description accurately details the primary duties and responsibilities of the **ICT Service Team Lead**.

Approved by the Head of ICT on 21st May 2025.

ACCEPTANCE OF POSITION DESCRIPTION

Position description accepted by:

Name of Staff Member: _____

Signature of Staff Member: _____

Date: _____