



KINROSS WOLAROI  
— SCHOOL —

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# ICT Service Desk Officer

Ongoing position (38 hours per week during term time)

Candidate Information Pack

Closing Date: 30 April 2019

April 2019

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## About Kinross Wolaroi School

**Kinross Wolaroi School** is a co-educational Independent School of the Uniting Church. The School has a strong history of excellent academic results along with a diverse co-curricular program. Kinross Wolaroi School is a non-selective school with over 1100 students (including 330 boarders in Years 7 to 12), located in the NSW central tablelands in the city of Orange. The School has a proud tradition of educating young people in an environment where ideals are based solidly on friendship, spirituality, the security of family values, hard work and the pursuit of excellence to the very best of one's ability. The School offers the unique opportunity for co-educational learning with separate boarding sites for boys and girls. Students are provided with a holistic education with a varied curriculum to meet the diverse needs of our students.

The School has two main campuses. The main campus, called Wolaroi, is a picturesque campus of 20 hectares and accommodates the main teaching facilities as well as the boarding facilities for boys boarding. A second campus, called PLC, is located approximately five kilometres west of the main campus (on the opposite side of the city of Orange) and houses the girls' boarding facilities, a number of staff residences, a recreation and examination centre, an outdoor swimming pool and playing fields.

All classroom activities (the normal school day activities) for all students enrolled in the Early Childhood Centre and in classes from Kindergarten to Year 12 occur on the Wolaroi Campus. The main campus also includes a performance theatre, an auditorium, a sports complex including gymnasium and indoor swimming facilities, a medical centre as well as five playing fields.

## Further Information

For more information on the organisation, please visit [www.kws.nsw.edu.au](http://www.kws.nsw.edu.au). Among other information, on the home page can be found a helpful 'pictorial tour' and also a video, 'Every story has a beginning', which provides a good insight into the School. There are also a number of videos showcasing the School at this link <https://vimeo.com/kinrosswolaroischool>

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## About the Position

### The position in context

The primary function of the ISDO is to ensure that the School's ICT Service Desk Operation is providing excellent service to staff and students. The ISDO is the "face of ICT Service" and must represent the ICT team in a positive and professional light. The ISDO must assure that all work undertaken is completed promptly to a high quality and complies with statutory obligations and Australian standards.

The ISDO has a responsibility for ensuring requests for ICT assistance (a.k.a. "Tickets") are actioned according to priority and from time to time must encourage, support and sometimes remind team members if a request is approaching a published Service Level. The ISDO will escalate tickets as appropriate to assure the required level of Service for customers.

The ISDO will liaise with:

- School employees, academic and support staff
- KWS Students
- Contractors
- External Vendors & Suppliers
- Peers in other schools
- Subject Matter Experts in the ICT industry
- ICT eLearning Leaders
- ICT Team members

Duties related to the position include, but are not limited to the following:

Key Word	Duties
<b>Subject Matter Expertise</b>	<p>Provide leading knowledge and experience for ICT Service, Support, Maintenance and break fixes in a tiered support environment.</p> <p>Able to empathise and imagine "how would I like to be served if faced with this issue?"</p> <p>Provide leading knowledge and experience in customer service. Being outcomes focused. Expertise in Stakeholder management and expectations management.</p>
<b>Planning and proactive issue prevention</b>	<p>Contribute to the development of strategic and operational ICT Support and Service Delivery plans for the School. Provide input into development of both responsive and preventative Hardware, AV and Application maintenance plans.</p> <p>Help schedule, document and communicate the planned ICT maintenance and outages for each year.</p> <p>Identify, report and advise on trends and emerging recurring issues so that whole of school solutions may be developed to benefit many customers</p> <p>Identify and recommend opportunities to drive customer self-service and improve Digital Fluency for our customers</p>



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<b>Key Word</b>	<b>Duties</b>
<b>Capital Planning &amp; Expenditure</b>	Contribute to the development of ICT capital plan. Responsible to establish and manage the ICT iPad Hot-Swap register and perform stock take of same. ICT Asset Recording and Tracking
<b>Reporting, work and analysis</b>	Provide accurate statistical reports to the Director Information Services on ICT Service Delivery activities. Particularly relating to ICT Support requests, the adherence to SLOs and priorities. Respond to request from ICT Service Delivery Co-ordinator  Record all work in the Ticket system for ICT support/service. Help customers to self-report. Drive the compliance of self-reporting  In conjunction with Senior ICT team members develop content for the ICT Frog site. Then make regular communications to ICT Frog Site  Provide the DIS with reports on the effectiveness of the School's ICT Help Desk support program and tiered support model as required and make recommendations on changes to the strategy or execution plans as the need arises.
<b>Sub-Contractor Management and record keeping</b>	Assist service contractors and ensure that works are carried out with due regard to protection of the School's built environment and grounds and with minimum disruption to School activities  Help Induct ICT sub-contractors into KWS environment  Provide advice and recommendations to the Director Information Services on the appointment of contractors via appropriate tendering processes
<b>Emergency Management</b>	Respond to emergency situations in an appropriate manner and undertake such other duties as may be required. Noting such activities may be outside normal working hours or at weekends.
<b>Service, Support and responsive maintenance</b>	Respond to service requests from staff for AV equipment breakdowns and repairs and ensure that records of such requests and the rectification processes adopted are maintained. Provide support for (but not limited to) the following: MS Office Suite (Word, Excel, PowerPoint, Outlook) O365 Denbigh (Access and permissions only), FileMaker Go, SQL Sophos end-point issue resolution LMS (Frog), MYOB, DVC, Oliver Faculty Specific Software: (CAD, Geogebra, Aurelia, Adobe CC, Mustician, Unity etc) Operating System (Windows, iOS), MDM FortiGate Firewall, Meru-Fortigate WiFi, Brocade Backbone 1 <sup>st</sup> level hardware issues for PCs and iPads (and some other devices)



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Key Word	Duties
<b>Preventative maintenance</b>	<p>Ensure quality standards and best practice for preventative maintenance. Cleanse and update PC and Laptop fleet</p> <p>Assist Hardware and AV Support Technician to Manage Software Upgrades.</p> <p>Follow ICT Change Management Policy QA for stability, then communicate prior to release.</p> <p>Regularly review of Firewall reports and highlight anomalies to Network Administrator and Director Information Services</p> <p>Regularly monitor Antivirus Management console and remedy end-point issues</p>
<b>Other duties</b>	Attend to other matters appropriate to the position, consistent with the skills of the incumbent as directed by the Business Manager or Director Information Services

## Professional Review

This position description as outlined above is intended as a framework for professional review

The School reserves the right to alter roles and responsibilities requirements as required

## Reporting

In all matters concerning their employment, all employees are ultimately *responsible* to the Principal. However in relation to this role, for practical purposes these functions are delegated to the Business Manager. For day-to-day operational matters the position will be *responsive* to the directions of the Director of Information Services (the Supervisor). Whilst timely and transparent communication is critical for ICT Service delivery there is a particularly strong and focused communication line with the ICT Service Desk Coordinator

## Selection Criteria

### General Expectations for staff at KWS:

Support for the culture of an Independent Uniting Church School is an essential prerequisite for all employees of the School.

Serve as good ambassador of the School. This includes conducting oneself in accordance with the professional standards of the School, including being well-groomed and wearing appropriate professional attire.

Take an active interest in the general life of the School - supporting policies, procedures, aims and objectives in order to facilitate the day-to-day operation of, and promote a high quality of education within, the School.

Participate in staff meetings and training when required.

Ensure all students and parents are provided with a quality service in a timely, efficient and friendly manner.

Maintain professional confidentiality concerning information about staff and/or students and their families.



Be a team member who contributes, developing and supporting the philosophy and ethos of the team.

Ensure that all documents are prepared and presented in accordance with the School's Style Guide.

### **Working with Children (Criminal Record Checking)**

The Working with Children (Criminal Record Checking) Act 2004 applies for anyone working in child related employment.

### **Workplace Health & Safety**

Be informed of WHS legislative and associated requirements (as employer makes information available, employee is to take steps to understand how it applies to self).

Observe Kinross Wolaroi School WHS Protocol.

Identify WHS information and training needs for self.

Be involved in WHS projects according to priorities set by consultative processes and management direction.

Comply with WHS initiatives as directed and agreed with management and consultative processes.

Comply with safe work procedures as instructed by supervisor or manager.

Comply with legal and reasonable instructions from employer representatives.

Report all hazards, accidents and incidents to your supervisor and comply with WHS committee recommendations.

### **Personal Qualities**

Highly developed interpersonal skills with the ability to develop and maintain constructive working relationships at all levels across diverse groups, including teaching and non-teaching staff.

Cheerful disposition. Willingness to learn and to share knowledge.

Ability to remain calm under pressure.

Willingness to support the mission and values of KWS.

Demonstrate a high degree of discretion, initiative and personal organisation.

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## Essential Criteria

Have the experience and the ability to be:

An excellent provider of ICT Service and/or Help Desk support and maintenance.

A successful communicator, with experience in open sharing of information within team and across teams

A service focused goal oriented achiever, with experience in achieving to enhance and compliment a school environment

A capable decision maker, with experience in taking decisions to align with school agenda and/or strategy  
A resourceful organiser. With ability to organise work within a tiered IOCT support model

A visible role model, with reputation for excellence and commitment to school leadership and agenda

A continual learner

A team player, with experience-in and reputation-of supporting team goals and projects

Attainment of, or significant progress in study towards: a formal qualification in ICT or in ICT support methodology such as ITIL. Experience with Process Improvement and Change Management. Tertiary qualifications in an ICT discipline will be well regarded.

Qualifications or certification in ICT Application Support for one or many of the Applications listed above

Work autonomously and effectively in an environment where it is important that time is used efficiently, honestly and resourcefully

Demonstrate continual commitment to the Kinross Wolaroi purpose, values and strategic plan.

## Appointment Conditions

This position is a permanent part-time role.

The normal working hours are 7.6 hours per day during term time. There may also be a requirement to work one late afternoon supporting a Boarding House.

The position is not employed during the remaining periods of school vacation.

The position is classified at the Clerical Officer Grade 2.4 rate of the School's Enterprise Agreement.

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## Right to Work in Australia

Kinross Wolaroi School is not in a position to sponsor entry into Australia. In applying for an Australian based position you will be expected to already have a valid Australian work permit (permanent residency or applicable work visa). Information on Australian visas and working entitlements are available from the Department of Immigration.

## Application

To make a confidential enquiry about the position, please contact Kate Kenny, Human Resources Manager on 02 6392 0351 or [kkenny@kws.nsw.edu.au](mailto:kkenny@kws.nsw.edu.au)

Before submitting your application please ensure that you have:

- Carefully reviewed the position description and ensure that you understand the role you are applying for and that it is suited to your skills, experience and qualifications.
- Your cover letter is the School's first opportunity to assess your suitability for the position. Your letter should provide insight into not only what you have achieved but also who you are.
- Please ensure that you have addressed the Essential Criteria in your Cover letter.
- Ensure that your CV clearly outlines your qualifications (including the institution and the date completed), career history and current contact details.
- You will need to include at least two referees at the end of your CV. Please provide referees names and current positions. Referees will not be contacted without your prior agreement.

Cover letter and CV can be submitted to [kkenny@kws.nsw.edu.au](mailto:kkenny@kws.nsw.edu.au)

or addressed to

Mrs Kate Kenny  
Human Resources Manager  
Kinross Wolaroi School  
Locked bag 4  
Orange NSW 2800

*Preferred applicants will be screened in accordance with Child Protection legislation.*

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## The Recruitment Process

Below is some information on how the recruitment process works at Kinross Wolaroi School and expected timeframes:

- The position has been advertised using print and digital media.
  - All applicants will receive an acknowledgment of receipt within two working days. If you have not received an acknowledgement, you should contact the School to confirm receipt.
  - The initial shortlisting process will be completed within two weeks of the closing date.
  - First round interviews are scheduled for shortlisted candidates either face-to-face, via telephone or via skype within one month of the closing date.
  - Referee checking of the preferred candidates happens in the week following the second round of interviews. Referees will not be contacted without prior permission.
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