



## Foundation Office

*For the Whole of Their Life*

### Job Description

Position title:	IT Customer Service Lead (North)
School / Entity:	Foundation Office (based at SPCC Port Stephens and SPCC Cessnock)
Reports to:	Director of Infrastructure Development
Reporting Delegated to:	ICT Manager
Award:	SAO
Classification:	
Date created / revised	25/11/2021

#### What's it like working at St Philip's?

We are focused on providing quality education in a caring, secure and challenging learning environment based on Christian beliefs, values and practice.

Our organisation's core values are:

- Christ First - we want to honour Christ in all things.
- Serve One Another - we want to appreciate the unique God-given potential of each person.
- Strive For Excellence - we want to aim to do our very best all the time.
- Do What Is Right - we want to always behave in a Christian manner.
- Build Community - we want everyone to feel they belong.

#### What's is the purpose of the Foundation Office?

The Foundation Office exists to:

- Ensure the organisation remains true to its Christian Mission
- Ensure that all activity and endeavours result in better outcomes for our students
- Pursue growth opportunities
- To facilitate the efficient functioning of the schools



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### What's the focus of this position?

The IT Customer Service Lead (North) is part of St. Philip's Christian Education Foundation Ltd's ICT Services Department and is based within our Northern Schools (Port Stephens and Cessnock; as well as DALE and Narnia entities in these geographical locations).

This position comes under the direction of the Director of Infrastructure Development but for practical purposes this will be delegated to the Foundation ICT Manager.

This role will be based a minimum of 2 days per week in each of our Port Stephens and Cessnock schools to lead the respective IT Support Teams in delivering exceptional customer focused service whilst achieving the IT goals of the school. You will also be required to attend the Foundation Office as needed as part of the Foundation IT leadership team.

### What you'll be doing:

- Management of the ICT Support Team(s) they lead, which includes technical support of end user devices (Apple and Windows)
- Developing team technical and customer service skills and knowledge.
- Creating a team culture that encourages a client focus and a view of working together to find solutions to all problems.
- Implementation of organisation wide IT support team processes, practices, standards and documentation.
- Development of end user training materials and knowledge base.
- Daily workload management of the IT support staff at their schools, to ensure achievement of both the service level expectations of clients and adherence to agreed standards, policy and practices.
- With the ICT Manager monitor relevant IT performance indicators and customer satisfaction.
- Log all work in the SPCC ITSM system(s) and ensure IT Staff and school follow the required processes.
- Build strong relationships with the Principal, Deputy Principal and wider executive team to foster strong relationships between the school and information technology.
- Working with local school executive to ensure the needs of the local school are met within the strategy and framework of the organisation as a whole.
- Participate in the life of the local school and its community.

### The essentials you'll need:

- A committed Christian actively involved in a local church
- Qualifications in Information Technology or a related field
- A strong technical support background with a focus on customer service.
- Highly skilled client support and relationship management skills.
- A technical knowledge of Windows, Mac OS and iOS operating systems
- The ability to create and lead a high-performance team.
- Excellent written and verbal communication skills.
- Australian Driver's License and own vehicle (a car allowance is provided with this position)



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Other valuable skills you may have:

- An understanding of corporate networks and server infrastructure.
- The ability to listen and interpret the needs of non-technical staff and students; and respond accordingly

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and grows.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Job Description (JD) and have discussed the JD with my Manager.*

Employee Name:	
Employee Signature:	
Date:	