



Helpdesk Team Leader POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title: Helpdesk Team Leader	Location: National Office
Group: Finance & Digital Impact	Reports to: IT Manager
Industrial Award Coverage: award free	Classification Level: N/A

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Position Purpose

As part of a team of IT professionals, lead Aspect's helpdesk team, including the monitoring and managing of helpdesk and support systems.

This is a critical role within the Information Technology team and is primarily focussed on:

- Providing technical support and guidance to the Helpdesk team
- Monitoring all requests/problems/incidents/complaints reported to the Helpdesk
- Resolving requests, problems, incidents and complaints in an effective and timely manner
- Produce reports and analysis on a monthly and ad-hoc basis, particularly on team performance against Service Level Targets (SLTs)

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Leadership and Strategy	<ul style="list-style-type: none"> Provide leadership to achieve: <ul style="list-style-type: none"> Aspect's strategic directions and goals Service user satisfaction and staff engagement Efficient and effective response to security and network events Service development and growth Financial success Provide staff with the decision-making support for day to day operations Provide staff with feedback on performance Lead, motivate and develop staff to achieve their goals Assist the IT Manager in the development of plans and projects to meet Aspect's strategic goals 	<ul style="list-style-type: none"> Goals are achieved Staff surveys reflect a high level of service satisfaction Services operate within budget Staff develop measurable increase in skills
Helpdesk Operations	<ul style="list-style-type: none"> Lead and mentor the helpdesk team Provide technical support for hardware, software, communications and networking equipment at 1st and 2nd level Manage all support requests to resolution, including internal and external escalations where necessary Manage and continuously improve processes with the aim to achieve best practice The Helpdesk team meet their Service Level Targets in 98% of requests 	<ul style="list-style-type: none"> Requests are actioned, responded to and resolved in a timely fashion Requests are escalated to internal or external SMEs when necessary The Helpdesk team are meeting Service Level Targets in 98% of requests
Network Administration	<ul style="list-style-type: none"> Oversee the provision new users (on-boarding). Oversee the actioning of cessation notices (off-boarding). Create & manage System documentation. Manage network access security. 	<ul style="list-style-type: none"> Ensure system documentation is accurate and up to date. Apply the Least Privilege Model to access security at all times
Technical Expertise	<ul style="list-style-type: none"> Demonstrate knowledge and understanding of desktop and server operating systems. Maintain a range of network devices Troubleshoot and resolve or escalate network/server issues. Maintain knowledge and keep abreast of new technologies. 	<ul style="list-style-type: none"> Achieve and maintain industry certifications. relevant to the organisations technology. Ensure all changes are secure and documented. Ensure knowledge and skills are current by completing training and participating in technology forums that are assigned through the Performance Development Plan.

Monitoring & Reporting	<ul style="list-style-type: none"> • Configure and monitor helpdesk reporting • In consultation with the IT manager produce weekly/monthly reports on helpdesk performance • Assist the IT manager in the review and updating of IT procedures and work instructions 	<ul style="list-style-type: none"> • Reports are complete and produced at agreed times • Procedures and work instructions are reviewed as required
Communications	<ul style="list-style-type: none"> • Promote Strategic and Business Plan objectives. • Act as the primary communication manager during major incidents • Assist in preparing communications to user population. • Participate in IT related focus groups/committees. • Take opportunities to educate and train staff and increase capability. 	<ul style="list-style-type: none"> • Customer feedback is generally positive and the staff survey reflects that staff are satisfied with helpdesk services. • Complaints are recorded and actioned. • Actively participate in team meetings – sharing knowledge, skills and experience, suggesting technology solutions.
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure 	<ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct online training
Work Health and Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect 	<ul style="list-style-type: none"> • Work, Health and Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

	<ul style="list-style-type: none"> Participate in the staff consultation process about work health & safety matters 	
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PART B: POSITION CRITERIA

Capabilities	Collaboration and Influence	Working effectively with others in Aspect (outside the line of authority) such as peers to accomplish Aspect and school goals and to identify and resolve problems.
	Teamwork (Co-operation)	Active participation in and facilitation of team effectiveness; taking actions that demonstrate consideration of the feelings and needs of others and being aware of the effects of your behaviour on others.
	Planning and Organising	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources (project management).
	Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise.
Qualifications and experience	<ul style="list-style-type: none"> Industry Based Certifications (MCP, A+, Network+, Security+ etc.). Driver's Licence. 2+ years' experience managing a helpdesk team 	
Job requirements (essential skills)	<ul style="list-style-type: none"> Excellent Communication skills High Level of Customer Service skills. Experience providing level 1 and 2 support Experience supporting Windows servers/desktops, Active Directory, Microsoft Exchange, Microsoft Office, Microsoft SQL Experience with virtualised environments Strong Troubleshooting skills 	
Job requirements (essential)	<ul style="list-style-type: none"> National Police Check (NPC) appropriately cleared Working with Children Check or equivalent state clearance 	

Job requirements (desirable skills)	<ul style="list-style-type: none"> • Experience with VMware Horizon • Experience with ITIL • Experience with Microsoft 365. • Experience with JD Edwards EnterpriseOne. • Knowledge of Application virtualisation technologies.
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PART C: APPROVED BY

Position Approved by: Chief Financial & Information Officer (Date) _____