

POSITION DESCRIPTION

POSITION TITLE:	Senior Service Delivery Specialist
SECTION:	School Officer
REPORTS TO:	Principal
CLASSIFICATION:	School Officer – Level 6
AWARD:	Catholic Employing Authorities Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2023 - 2026
LOCATION:	Southern Cross Catholic College, Annandale

OUR ORGANISATION

Townsville Catholic Education (TCE) supports 29 schools within the Diocese, located throughout a diverse region including urban and rural environments extending to Mount Isa to the west, Proserpine to the south and north to Ingham. TCE provides a diverse range of education choices including primary, secondary and Prep-to-Year 12. Each setting provides a high educational standard in a caring and a stimulating environment. The Diocese has a growing Indigenous education program and some of our schools offering both boarding and day-student facilities.

TCE employs in excess of 2,500 teaching, professional and ancillary/support employees to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be a contributing member of the community in their adult lives.

The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who found Catholic Education in the Townsville Diocese in 1872.

Please visit our website for additional information <https://www.tsv.catholic.edu.au/>

OUR SYSTEM VISION

“The promotion of the human person is the goal of the Catholic school”

THE CATHOLIC SCHOOL ON THE THRESHOLD OF THE THIRD MILLENNIUM, 1998

OUR VALUES JESUS TEACHES US:		
COMMUNITY (John 13) The greatest commandment Jesus teaches us is to Love God, Love others.	LOVE (John 4:7-10) Love is the core value of the Gospels.	PROMOTING LIFE IN ABUNDANCE (John 10:10) God wants us to live life to the full.
INCLUSION (Luke 19:1-10) God invites all to live in God's love, including those that might be excluded by society.	RECONCILIATION (Luke 15:11-32) Jesus' supreme act of love in dying on the cross reconciled humankind to God.	HOPE (Luke 24:15-35) We can all hope for the fullness of glory with God because God is faithful to His promises.
JUSTICE (Matthew 23:37-46) Jesus lives the virtue of justice rendering to all of us a message of living for others even unto death.	LIBERATION (Luke 4:18-21) God frees us from all evil if we trust in God and live our life in God.	COMPASSION (Luke 10:30-37) In Jesus' life of love we witness the compassion of God - his acts of mercy towards others.

ABOUT THE ROLE

Southern Cross Catholic College, Annandale is a co-educational college that offers classes from Prep to Year 12. The College values effort, commitment and support and challenge students to become their best selves. In doing so, a college environment is provided in which students can grow holistically and promote activities, processes and structures that enhance a love of life.

The Senior Service Delivery Specialist (SSDS) is an Information Technology professional who supports services within the Southern Cross Catholic College Team. The SSDS maintains existing services to achieve TCE's strategic outcomes.

Working with stakeholders, the SSDS has a delivery focus to assist in the provision of creative solutions for improved services and outcomes within Southern Cross Catholic College. The SSDS will perform routine and non-routine professional tasks governed by approved Southern Cross Catholic College and TCE practices and procedures.

The SSDS works with the TCE Information Technology and Services (ITS) and the College Leadership Team to configure, plan, monitor and manage Service Delivery Services at Southern Cross Catholic College. The SSDS works as a high-level technician in the lifecycle of an incident, utilising experience and skills to solve complex technical issues with some emergent specialisation. The SSDS will be utilised as a project build resource and will be required to have a hands-on knowledge of software installation, hardware installation and other associated IT platform builds, both independently and as part of a team.

The SSDS will have a high level of input into the Continual Service Improvement Program. As a senior role within Service Delivery, the SSDS will be expected to mentor and train junior employees and ensure documentation is available for skill sharing and training.

The SSDS reports directly to the Principal, Southern Cross Catholic College.

KEY ACCOUNTABILITIES

- As a lead technician, provide guidance and execution within the incident lifecycle to ensure high standard ITS Support to all TCE students and employees
- Diagnose and troubleshoot complex technical issues
- Monitor and manage the performance of servers, software, hardware, and services as defined in the Service Catalogue
- Creation and maintenance of technical documentation
- Perform system monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, maintain system performance to meet TCE student and employee demand
- Reduce operational risk and improve availability of the server infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Evaluate new system hardware and software solutions and facilitate service assurance in the delivery of new projects
- Assist with the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned
- Ensuring required controls are adhered to without compromising responsiveness and availability

- Lead small ad-hoc teams as required
- Ability to work after hours, both planned and ad-hoc
- Other duties as reasonably directed by the Principal.

STATEMENT OF RESPONSIBILITY

The carriage of the role will always presume the role-holder's responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies.

The employee will be expected to abide by the *Statement of Principles for Employment in Catholic schools*, the *Staff Code of Conduct* and other Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters.

Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities.

Each employee is responsible for ensuring his/her health, safety and wellbeing and is expected to not willingly place at risk the health and safety of one's self or others.

Employees will:

- Adhere to Work Health and Safety instructions
- Promote a commitment to safe work practices
- Be familiar with workplace incident, hazard and accident reporting and emergency procedures
- Take reasonable action to avoid, eliminate or minimise risk and hazards
- Utilise personal protective equipment
- Participate in the development of a safe and healthy workplace
- Seek information and advice as necessary and comply with instructions.

ABOUT YOU

Experience

- At least five years' experience in Information and Communications Technology (ICT) roles
- Demonstrable experience in managing IT infrastructure
- Proven history of professional and confidential work ethic
- Demonstrated ability to lead and influence small teams.

Skills

- Knowledge of ITIL v3+ service management processes/practices
- Well-developed conflict resolution skills, with the ability to facilitate difficult conversations
- Well-developed attention to detail with the ability to balance competing deadlines
- An ability to communicate effectively and confidently with a range of employees across the school and wider community
- Developed interpersonal skills, including an ability to build and maintain productive relationships with a broad stakeholder group.

Attributes

- Enthusiastic, energetic, flexible with a proactive attitude
- Knowledge and resilience in managing stressful situations
- Willingness to learn and develop in a supported environment.

Mandatory Criteria/Professional Registration/Other

- Current Working with Children Suitability Card - The successful candidate will require a paid Blue Card before commencement as per the No Card, No Start policy developed by Queensland Government.
- Minimum 5 years' experience in ICT roles
- Current Driver's Licence
- Ability to travel from time to time within the Catholic Diocese of Townsville
- Ability to work on call and after hours as required
- Ability to perform the physical requirements of the role in a safe manner.

Desirable Criteria

- Windows, Hardware, Security, or other certifications highly desirable
- ITIL v4 qualifications
- Tertiary qualifications in a related field or equivalent experience
- Relevant industry experience in the education sector

Some employees may be subject to pre-employment medical assessments during the selection process. Depending on the nature of the position, it may be necessary for successful applicants to be immunised against certain preventable diseases in order to minimise the risk of transmission.

HOW YOU WILL BE ASSESSED

How we do things is as important as what we do, therefore you will be assessed on your ability to use your experience, knowledge, skills and competencies confidentially with good judgement and wisdom.

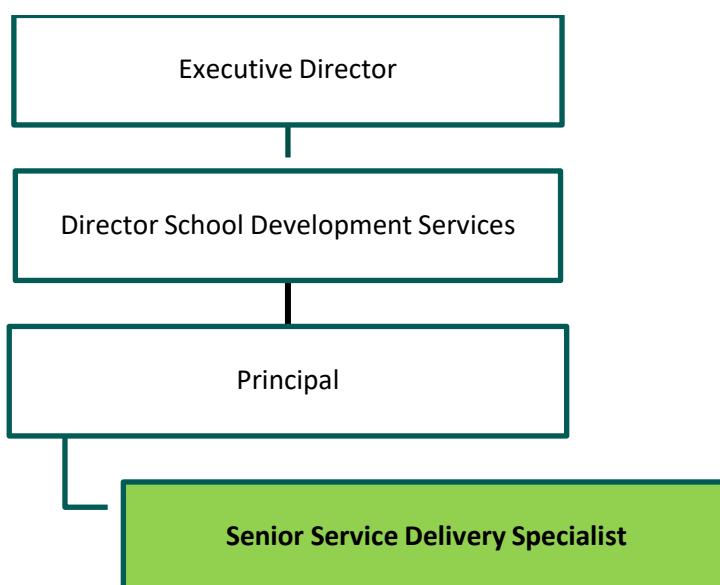
You will be assessed on your ability to demonstrate the following four capabilities – Personal, Professional, Relational and Organisational within context to the key accountabilities identified above.

Capabilities	
Personal	Professional – Knowledge and Understanding
Engages in self-reflection	Is aware and responsive
Gives witness to personal faith and commitment	Integrates a Catholic stance in area of responsibility
Displays a sense of self-efficacy and personal identity	Supports and engages change processes
Displays intuition as well as logic and reason	Demonstrates appropriate styles of decision making
Projects confidence, optimism and resilience	Inspires a collegial purpose and vision
Demonstrates honesty and integrity	Supports efficient and robust structures and systems
Demonstrates ethically responsible behaviours	Focuses on core outcomes and accountabilities
Is morally courageous	Engages in workplace learning and relevant professional development
Demonstrates a commitment to personal spiritual growth	Operates with a commitment to sound educational focus
Displays imagination and vision	Operates with a spirit of service and professionalism
Integrates work and personal life	Develops moral purpose
Engages with the Catholic culture	Demonstrates capacity to provide professional support
Is culturally sensitive	

Social and Interpersonal	Organisational
Is relationally adept	Gives priority to the Church's mission in education
Is emotionally mature	Engages in future thinking, aware of the big picture
Is guided by the spirit and teachings of the Gospel	Supports organisational capacity to respond to contemporary and future needs
Communicates with confidence	Avoids imposing old paradigms on new realities
Is authentically present	Supports a growth promoting workplace
Displays a trusting disposition	Exercises committed and ethical stewardship
Supports collaborative and productive working environments	Contributes to organisational sustainability
Engages in positive politics	Supports a sharing organisational culture that focuses energies and talents
	Operates in fidelity to Catholic social teaching and environmental responsibilities

REPORTING & OTHER RELATIONSHIPS

The Senior Service Delivery Specialist is accountable in the first instance to the Principal and then to the Director School Development Services. The Senior Service Delivery Specialist consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.



ACKNOWLEDGEMENT

I have read, understood and acknowledge the scope and responsibility of the position outlined in this position description.

Employee Name: _____

Signature: _____ **Date:** _____