

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Service Delivery Specialist</b>
<b>SECTION:</b>	<b>Information Technology and Services</b>
<b>REPORTS TO:</b>	<b>Service Delivery Lead, Information Technology and Services</b>
<b>CLASSIFICATION:</b>	<b>Administrative Officer - Level 5</b>
<b>AWARD:</b>	<b>Townsville Catholic Education Office Enterprise Agreement 2019 - 2023</b>
<b>LOCATION:</b>	<b>St Clare's Catholic School, Burdell</b>

## 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.

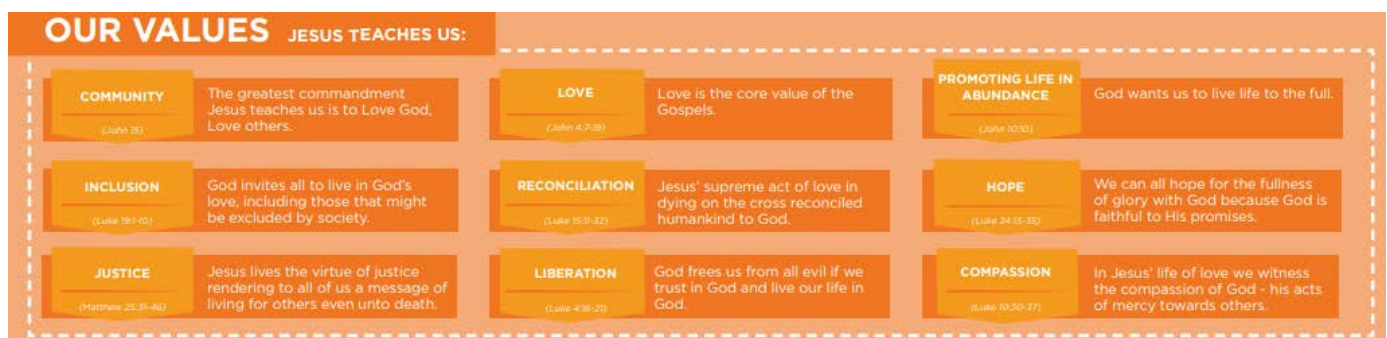
The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who found Catholic Education in the Townsville Diocese in 1872.

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



## ABOUT THE ROLE

The Service Delivery Specialist (SDS) is an Information Technology professional who supports services within the Information Technology and Services (ITS) Team. The SDS maintains existing services to achieve TCE's strategic outcomes. This SDS role will be based at St Clare's Catholic School, Burdell, however may be required to support services at other diocesan schools and sites.

The SDS will apply a range of technical and other skills involving self-directed application of knowledge gained through experience and/or formal studies to successfully carry out the support of services defined in the service catalogue.

The SDS will work with the Service Delivery Lead to monitor and manage Service Delivery Services at St Clare's, and across TCE supported sites. The SDS works as the first line of escalation for Service Desk operators in the lifecycle of an incident, utilising their experience and skills to solve technical issues. The SDS may be utilised as a project build resource and could be required to have a hands-on knowledge of software installation, hardware installation, and other associated IT platform builds under the guidance of a project manager or ad-hoc team lead.

The SDS will have input into the Continual Service Improvement Program and have a role in ensuring documentation is available for skill sharing and training.

The SDS will work as part of a virtual team and may be based at different locations within the Diocese of Townsville.

The SDS reports directly to the Service Delivery Lead, ITS. The role may require some on-call and after hours work.

## KEY ACCOUNTABILITIES

- Execute incident resolution via diagnosis and troubleshooting of technical issues within the incident lifecycle to ensure high standard ITS support to all students and employees
- Assist with the monitoring and management of the performance of servers, software, hardware and services as defined in the service catalogue
- Assist with the creation and maintenance of technical documentation
- Assist with system monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution
- Provide complex problem analysis as necessary, to maintain system performance to meet student and employee demand
- Assist with the reduction of operational risk and improvement of the availability of the server infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to
- Perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Ensuring required controls are adhered to without compromising responsiveness and availability
- Perform service desk functions during times of peak demand or employee leave
- Other duties as reasonably directed by the Service Delivery Lead, ITS.

## 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 three years' experience in ICT roles
- Demonstrable experience in managing IT infrastructure
- Ability to show initiative, solve problems and contribute to process improvement
- Demonstrated ability to work independently and as part of a team.

### Skills

- Knowledge and resilience in managing stressful situations
- Has a clear understanding of effective conflict resolution skills and their application
- Ability to manage time and competing deadlines in a busy environment
- Knowledge of ITIL v3+ service management processes/practices.

### Attributes

- Possess excellent interpersonal and communication skills
- High level of attention to detail and recognition of the importance of accuracy in all aspects of work
- An ability to communicate with a range of employees across primary and secondary school settings.

## 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 diploma level qualifications in a related field or equivalent relevant experience
- Current Driver's Licence
- Ability to travel from time to time within the Catholic Diocese of Townsville
- 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
- 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.

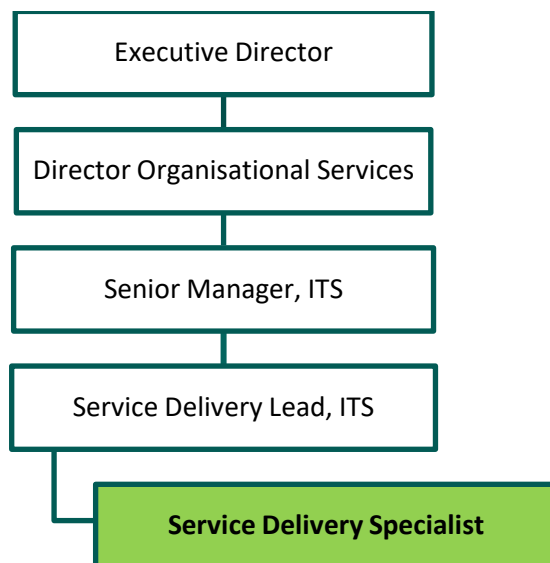
You will be assessed on your ability to demonstrate the following four capabilities – Personal, Professional, Relational and Organisational within context to the key accountabilities identified above.

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
	Supports and engages change processes
Displays a sense of self-efficacy and personal identity	Demonstrates appropriate styles of decision making
Displays intuition as well as logic and reason	Inspires a collegial purpose and vision
Projects confidence, optimism and resilience	Supports efficient and robust structures and systems
Demonstrates honesty and integrity	Focuses on core outcomes and accountabilities
Demonstrates ethically responsible behaviours	Engages in workplace learning and relevant professional development
Is morally courageous	Operates with a commitment to sound educational focus
Demonstrates a commitment to personal spiritual growth	Operates with a spirit of service and professionalism
Displays imagination and vision	Develops moral purpose
Integrates work and personal life	Demonstrates capacity to provide professional support
Engages with the Catholic culture	
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 Service Delivery Specialist is accountable in the first instance to the Service Delivery Lead, ITS and then to the Senior Manager, ITS. The 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:** \_\_\_\_\_