Field Technology Support Partner

Position Description

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| Directorate: | Finance |
| Reports to: | Team Lead, End User Computing |
| Direct reports: | NIL |
| Location: | Flexible within any of the Society’s main metropolitan or regional offices across NSW. |
| Primary position objective: | Provide level 2 ICT support across multiple locations, platforms and technologies to maintain and develop the Society’s technology and systems. |
| *The St Vincent de Paul Society is an Equal Employment Opportunity Employer* | |

# Directorate overview

This position is in the Finance directorate. The teams within the directorate and their functions are:

**Finance and Accounting:**this team is responsible for state-wide finance policies and procedures; finance shared services (accounts payable, accounts receivable); treasury and investment functions; financial reporting to external stakeholders; financial strategy and special projects.

**Group Financial Planning and Analysis:** this team is responsible for financial budgeting, forecasting, and reporting; targeted financial analysis for senior management; strategic and operational advice to senior leadership to improve financial decision-making and business performance; and financial business partnership. The Finance Manager roles embedded in Vinnies Services and Commercial Enterprise, Fundraising and Communications directorates sit with this team.

**Property and Facilities:**this team is responsible for state-wide property management and facilities management.

**Procurement and Fleet:** this team is responsible for procurement; and fleet.

**Payroll**: this team is responsible for organisation wide payroll.

**Information and Communication Technology:** this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

# Accountabilities and responsibilities

The Field Technology Support Partner will:

* Contribute to the successful implementation of the Strategic Plan within their team.
* Assist and support internal customers with using Society services throughout projects and operations, supporting and mentoring them through the relevant processes.
* Build positive relationships with internal customers during support engagements to ensure that our relationships with internal customers are strong, profitable and enduring.
* Ensure level 2 support tickets opened by the Service Desk are closed within SLAs.
* Liaise with internal support teams and external service providers as required to resolve incidents and complete Service Requests, to ensure compliance with SLA’s and OLA’s.
* Ensure that strong partnerships exist between the vendors (internal and external) and the Society for both current operations and for future direction.
* Implement, support and maintain the Society’s Service Catalogue.
* Maintain documentation for the Society’s End User Computing and systems to a high standard.
* Maintain and support the Service Desk tool.
* Develop, document and implement processes around the ITIL framework to deliver a consistent and high standard of Technology Services across the Society.
* Comply with Security, Identity, Access Management and other Technology Services policies and procedures
* Contribute to a safe working environment for staff, members and volunteers by implementing the Society’s workplace health and safety practices.
* Team-focused mindset with the ability to work independently where required.

# Critical Key Performance Indicators (KPIs)

* Support tickets are closed within SLAs.
* Staff and membership engagement surveys report improved satisfaction with the quality of ICT services.
* Vendor tickets are closed within OLAs

# Key working relationships

In addition to the Manager, Technology Service Delivery and their direct reports, the Field Technology Support Partner will foster close working relationships with:

* Regional Director within assigned region (Membership, Volunteers and Regional Operations);
* Level 1 Service Desk Engineers (Corporate Services);
* Learning and Development Regional Partner within assigned region (Corporate Services);
* Cloud Services team (Corporate Services);
* Vendors;
* Staff, members and volunteers within assigned region.

# Essential criteria

## Critical capabilities

There are nine capabilities expected of all employees across the Society:

* ‘**People we serve’ centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
* **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society’s mission, vision, values and lay Catholic heritage.
* **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
* **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
* **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
* **Team performance:** (Level 1) Develop own performance and contribute to team performance.
* **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
* **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
* **Financial acumen:** (Level 1) Use the Society’s resources responsibly*.*

## Role-specific criteria

* Relevant tertiary qualification/s in Information Technology or equivalent.
* Demonstrated experience working in a Level 2 support role as well as a thorough understanding of Service Desk support processes.
* Excellent written and verbal communication skills.
* Excellent customer service skills and work ethic with commitment to providing quality service.
* Excellent analytical and problem-solving skills to enable effective identification and resolution of IT related issues.
* Experience supporting Windows 7-10 & Server 2016-2019, Hybrid Active Directory, Printing, Microsoft 365 Suite, TeamViewer.
* Experience with Microsoft 365 Administration; Azure Active Directory, Exchange, Intune, SharePoint, Teams (telephony).
* Experience with troubleshooting audio-visual (AV) conferencing systems.
* Experience with imaging and configuring desktop PCs and laptops.
* Experience supporting mobile devices including iOS & Android.
* Experience with network troubleshooting (LAN/WAN).
* Basic knowledge of a modern device management environment and zero-trust model.
* Current NSW driver licence and ability to travel is a must.

# Desirable criteria

* Experience working in a membership-based organisation to support and empower members and volunteers.
* ITIL V3 certification with a strong understanding of ITIL service management.
* Microsoft Certified: Azure Fundamentals or Microsoft 365 Certified: Modern Desktop Administrator Associate.
* Experience working within the SCRUM/Agile framework.