ROLE TITLE: **ICT SERVICE DELIVERY MANAGER**

REPORTING TO: **The Principal**
and on a daily basis to the **Leader of ICT Innovation and Implementation**

DATE: **November 2023**

BASIC ROLE PURPOSE:

The ICT Service Delivery Manager will manage the day-to-day operations of the ICT Service Desk and coordinate other ICT staff ensuring quality support and services are delivered to all stakeholders.

The ICT Service Delivery Manager will serve as a point of escalation for technical issues, possessing knowledge and expertise across a range of technologies and platforms.

The position requires a sound understanding and commitment to the context and purposes of Catholic education, and the vision, mission and values of St Vincent's College.

REPORTING RELATIONSHIPS:

The ICT Service Delivery Manager is accountable to the Principal and reports directly to the Leader of ICT Innovation and Implementation.
Regularly informs the Leader of ICT Innovation and Implementation about relevant matters to ensure effective communication and updates.

KEY AREAS OF RESPONSIBILITY

1. ICT Service Delivery and Customer Support
2. Project Management and Implementation
3. Leadership
4. Training and Support

1. IT Service Delivery and Customer Support

1.1 Work closely with key stakeholders ensuring a positive support culture is created and maintained.

1.2 Ensure ICT support services are readily available and supporting the ongoing requirements of the College.

1.3 Manage the College's Service Desk platform ensuring logged incidents are actioned according to defined SLA's.

1.4 Coordinate ICT Service Desk personnel to ensure effective support for all stakeholders, addressing their requests promptly and providing adequate assistance.

1.5 Monitor and review service level metrics and data to facilitate development and growth.

1.6 Ensure service requests are allocated accordingly to the team structure.

1.7 Facilitate a proactive service culture.

1.8 Perform support as a level 3 service desk operator as issues are escalated accordingly.

1.9 Ensure stakeholders receive sufficient and clear communication.

1.10 Assume the role of an escalation point for third-party service providers, ensuring that service level agreements (SLAs) and external services meet their contracted requirements.

1.11 Ensuring all services facilitated through the College's BYOD program are readily available for all students across the range of supported devices.

1.12 Manage the Service desk roster to align with organisational needs.

1.13 Ensure all College events requiring audio visual setup are coordinated accordingly.

2. Project Management and Implementation

2.1 Collaborate with various stakeholders to support the execution of the ICT strategic plan ensuring its effective implementation across the organisation.

2.2 Taking ownership of relevant ICT projects alongside the Leader of ICT Innovation and Implementation.

2.3 Implement change management principles, establishing necessary controls and ensuring clear communication throughout the process.

3. Leadership

3.1 Review team performance and provide ongoing feedback and recommendation related to personal and career growth.

3.2 Provide guidance and mentoring to the junior ICT staff aligned with the strategic direction of the ICT department.

3.3 Develop positive relationships and rapport within the team to foster a positive team culture.

4. Training and Support

4.1 Create and update self-help guides for all users.

4.2 Ensure that service desk processes are documented and accessible for the team, ensuring standardised service delivery through consistent referencing and adherence.

4.3 Facilitate continuous training and upskilling initiatives for ICT staff members to enhance their professional development and performance.

OTHER DUTIES

Other duties as directed by the Principal in responding to the needs of the College.
In the event of a Critical Incident, the ICT Service Delivery Manager may be called upon after hours, at weekends or during leave.

Personal Attributes

- o Effectively communicate with team members, staff, students, parents, and external stakeholders.
- o Ability to upskill other ICT Staff.
- o Strong attention to detail and organisational skills.
- o Strong time management.
- o Ability to prioritise competing tasks and workloads.
- o Commitment to continuing professional development.
- o Ability to work with a wide range of stakeholders across the school community.
- o A sense of humour.