



# EMANUEL SCHOOL

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## ROLE DESCRIPTION ICT SERVICE AND SUPPORT CONCIERGE

### **Role Purpose:**

The ICT Service and Support Concierge is our first line of technical hardware and software support to our end users. Their focus will be on providing a high quality of service to our customers – staff, students, parents – ensuring that all requests are responded to professionally and in accordance with agreed timelines.

This is a permanent, full-time position. This intention is that this role works all year round however additional time off in the school holidays could be considered for the right candidate.

### **Responsibilities & Reporting Lines**

This role will report to the Director of ICT, with your daily tasks being overseen by another member of the team.

The key responsibilities of this position include:

- Providing technical hardware and software support to our customers – staff, students, parents - in person, remotely or via phone, ticket and email, in accordance with agreed SLAs
- Diagnosing, resolving and escalating service desk requests effectively and efficiently, following up with customers to ensure full resolution of issues
- Setup and provisioning of new end user devices
- Identifying and analysing service process and proactively looking for solutions to improve the quality of service and support provided
- Ensuring that all information relating to help calls and IT assets are accurately recorded and updated on relevant systems
- Coordinate the end-to-end process of sending of devices for repair
- Provide general administrative support for the Director of ICT as required e.g. assisting with coordinating quotations, purchases and deliveries
- Provide support for client facing applications and information systems

## **Skills & Qualifications Required**

The following skills are essential for this role:

- High level customer service and organisational skills
- High level of communication skills (written and verbal) and interpersonal skills
- Excellent organisational skills, time management and ability to take initiative
- Interest and aptitude in ICT
- Knowledge of Microsoft 365 and Google Suite applications
- Solid technical abilities across a broad range of technologies and applications
- Knowledge of Mac OS and Windows Operating environments
- Knowledge of smartphone devices (iOS and Android)
- Ability to maintain documentation and guides
- Ability to troubleshoot, solve problems and respond promptly and effectively to technological issues
- Ability to work collaboratively with support staff and teaching staff

The following skills would be highly regarded:

- Knowledge of Wireless and Network basics
- Ability to troubleshoot supporting printers
- JAMF Pro or other MDM solution and Microsoft 365 platforms

The following qualifications and experience required for this role are:

- 2+ years' experience in providing support in a busy, service-oriented environment is essential
- Relevant technical experience and ICT qualifications are preferred

All applicants are required to have a valid Working with Children Check (WWCC) clearance, be fully vaccinated in accordance with the Public Health Order and have full current, unrestricted working rights for Australia.

## **Emanuel Employee Qualities & Attributes**

Emanuel staff are highly competent, passionate and engaging. They ensure the best possible learning environment for students and are committed to their own continued growth as professionals.

As an Emanuel employee, it is expected that you possess the following qualities and attributes:

- A passion for continually improving your practice and a commitment to ongoing professional learning.
- Capacity and desire to make a positive contribution to the wellbeing of students and fellow staff.
- Demonstrated strong interpersonal and communication skills and the capacity to develop and sustain productive relationships within the school community.
- Generosity in sharing your expertise with colleagues, and an openness to welcome observations and feedback from other staff.
- Support for the ethos of the School with a willingness to make a significant contribution to the life of the School.
- A team player who is keen to work with colleagues to best meet the learning and wellbeing needs of individual students.

### **About Emanuel School**

Emanuel School is committed to providing co-educational excellence in a Pre-school to Year 12 continuum. We value the individuality of all students and encourage the development of their special interests and talents. Our objective is to extend our students to the best of their ability, and to foster a love of learning, a strong sense of community and a pride in their Jewish heritage.

Emanuel School is small enough to provide an individual, nurturing environment and large enough to provide a wide range of subjects and opportunities for our students. Emanuel School is a dynamic learning community within an intimate learning environment delivering strong academic outcomes.

The School occupies the Stanley Street site with around 880 students from Preschool to Year 12, comprising a two-stream K-4 and three streams thereafter.

The School's commitment to excellence, quality, service and value ensures that it continually improves the delivery of all its programs for the benefit of its students. There are many opportunities for students to participate in a wide range of activities and students have a strong commitment to community service.

We strive to create an environment in which genuine acceptance and understanding can develop. These concepts are reflected in the School motto "Mind, Spirit, Being".

## Values & Jewish Life

Emanuel is a Jewish Community School that nurtures a commitment to Jewish community, heritage, ethical living and the State of Israel. We do this through a commitment to egalitarianism, pluralism, coexistence, tradition, mitzvot, Torah and Hebrew. We do so as Jewish, Australian and Global citizens. In particular we value:

- Excellence
- Perseverance
- Lifelong love of learning
- Respect
- Integrity
- Responsibility
- Compassion
- Generosity
- Justice
- Community

At Emanuel, we welcome staff and students of all backgrounds and religions. Applications are made without reference to a candidate's religion.