POSITION DESCRIPTION

POSITION:	ICT Services Help Desk Specialist	Kristin Early Learning – Senior School
STATUS:	Permanent	
TIME:	Full-time, Monday to Friday 7.30am – 4.00pm	
LOCATION:	Kristin School, Auckland, New Zealand	
VISION / CONTEXT:	Kristin School is an independent co-educational school for students from Early Learning to Year 13. It aims to provide students with a superior all-round education to prepare them to be responsible global citizens, think creatively, reason critically, communicate effectively and learn enthusiastically throughout life. The School's strategy of attracting and retaining the Best People is key to achieving this vision.	
LINE MANAGEMENT:	● Reports directly to the Head of ICT	
KEY RELATIONSHIPS:	● ICT Services team members ● Head of Digital Learning and Innovation ● Library Services Team ● Teachers and Curriculum Leaders ● Students and their families ● All other School employees.	
SALARY:	Negotiated	
JOB PURPOSE	The ICT Services Help Desk Specialist role primarily provides friendly and courteous customer support for staff, students, visitors and families. Responsibilities include assessing and allocating ticketed submissions and responses to reported incidents, problems, changes and requests to meet agreed Service Level Agreements (SLAs). The role will also be to delegate to the Head of Digital Learning and Innovation to support and train staff on the school Learning Management Systems (LMS) and other school systems and to support fellow team members in providing outstanding ICT services for the wider school community. The role is also expected to provide cover and backup to other roles in the ICT Services team.	

Accountabilities	Responsibilities & Expectations	Performance Indicators
1. **Team member**	● Participate as an active member who motivates and positively supports the ICT Services team. ● Be customer-focused and be aware of the user's experience, not just concentrate on ICT aspects. ● Provide advice to team members to ensure that ICT Services are delivered to a high quality. ● Use initiative, take responsibility and model behaviours in a way that articulates, supports and furthers the School's values and strategic vision. ● Organise and manage own time, prioritising incidents, requests and other operational activities to ensure they are completed satisfactorily within agreed timeframes and deadlines. ● Assess potential risks and issues and assess impact and likelihood. ● Proactively assist other team members during periods of low customer activity. ● Identify common or recurring help requests as a basis for performing root cause analysis and systemic improvements. ● Commit to structured learning of other team member roles to be competent to provide cover or back up to different roles when	● Evidence of a positive role model within the team. ● ICT services are delivered to all stakeholders in a professional and timely manner. ● Feedback from stakeholders they are happy with the speed and quality of ICT support provided. ● All ticketed support requests are promptly monitored, triaged, and distributed to colleagues. ● Support requests that impact Teaching and Learning are escalated as an urgent priority. ● Incidents, requests and operational activities are completed satisfactorily within agreed timeframes and deadlines. ● Risks and issue mitigation recommendations are communicated promptly, and appropriate controls and priorities are introduced.

	required.	
2. **Customer Service**	● Provide customer-focused support and training to staff and students on school-supported digital tools. ● Work closely with the Head of Digital Learning and Innovation to develop a consistent approach to the schools' use of Digital Tools in learning environments. ● Provide support and training that enables teaching staff to optimise and develop their use of the school's preferred LMS; this could include assisting teaching staff with setting up their resources for each new teaching year. ● Assist with the administration of students and staff joining, leaving or moving within the School, including device setup and software installation.	● Staff and students receive a positive experience. ● A close working relationship with the Head of Digital Learning ● Demonstrable proficiency with the school's preferred LMS ● Staff experience high-quality training and support in the use of LMS
3. **ICT Services, Systems and Infrastructure**	● Perform initial diagnosis of hardware, software, network and communications problems by phone, email and one-to-one support. ● Champion the ICTS function of supporting Teaching staff in their use and knowledge of Kristin's LMS, including providing basic training. To assist Teachers with moving their resources in the LMS from one teaching year to the next. ● To assist with maintaining the ICT assets and database and Library Issuing Database, ensuring all assets are tagged and accurately recorded.	● Methodical investigation and logical conclusions are carried out consistently. ● Performs all ICTS functions within LMS accurately and within agreed time frames. ● ICT assets are traceable and available to the school. ● The ICT assets database is continually maintained and remains up to date. ● Documentation is written and stored in the agreed system for all team members and the wider school community to access where applicable

	• Ensure all support calls and service requests are logged and administered using the current Helpdesk ticketing system and are promptly escalated to appropriate team members when required. • To create and maintain all relevant documentation of ICT services and procedures. • To liaise with and work with external suppliers and third parties as per any support and third-party agreements. • To assist with installing hardware and software as required and network/systems upgrades and updates.	• Teachers value the support provided to them with the LMS.
4. Health & Safety	• Facilitate a safe and supportive work environment by ensuring compliance with the School's policies, procedures and legislative requirements. • Ensure all practicable steps are taken to keep staff and students safe while on the School grounds or participating in school activities.	• Evidence of compliance with the School's policies, procedures and workplace health & safety legislative requirements. • Evidence all practicable steps are taken to ensure safe work practices, including hazard identification, accident, incident and near miss reporting for all events and EOTC trip/RAMS forms.

5. Other	● Attend and contribute to relevant team meetings. ● Attend school-wide and other meetings as required. ● Positively support the special character and values of Kristin School. ● Comply with and actively support all the School's policies and procedures, including those relating to the delivery of ICT Services. ● Actively engage in personal development within the role and pursue appropriate qualifications/training as agreed. ● Provide reasonable availability for any out-of-hours activities as required by the position.	● Evidence of regular attendance and participation at relevant team meetings. ● Attendance at school-wide meetings as required. ● School policies and procedures are followed. ● Evidence of gaining relevant training experience suited to the role. ● Available when requested, out of hours, given reasonable notice.

Key Selection Criteria
Qualifications, Training & Experience ● Previous experience in Customer Service or Helpdesk role. ● Strong technical ability – Must know both Apple and Windows operating systems and have a good working knowledge of IOS, OS X and Windows platforms. ● Previous experience supporting a Learning Management System, preferably Instucture's Canvas ● Strong technical ability – Experience in troubleshooting, diagnosis, and resolution of Information Communication Technology. ● Strong technical ability – a working knowledge of Google Suite, highly regarded. ● Previous Educational-environment role advantageous (but not essential). ● Willing to submit to a National Police Vetting Check with results considered satisfactory by the School.
Attributes and Skills ● A strong client focus and a desire to assist others. ● Excellent interpersonal skills, including the ability to listen and liaise effectively. ● The ability to analyse and problem-solve quickly and efficiently. ● Ability to explain technical concepts to people with varying technical understanding. ● Proven ability to develop and maintain effective relationships with staff and students from diverse backgrounds. ● Excellent interpersonal skills, including the ability to listen and liaise effectively with staff, students, and parents. ● Well-developed problem-solving skills and proven experience in creating solutions. ● Good verbal and written communication skills. ● A high degree of professional judgement and care, with patience and perseverance. ● A genuine interest and willingness to engage in professional development and learning opportunities. ● Flexible, approachable and consistent in manner. ● A high level of energy and vitality. ● A can-do attitude.