



## POSITION DESCRIPTION

Westminster is an Early Learning to Year 12, coeducational day and boarding, Uniting Church school with a proud history and an exciting future. We commit to helping all students and staff achieve more than they thought possible through an adventurous education, which takes place anytime our students are challenged in their learning and when staff explore new opportunities to improve their profession. Since opening in 1961, Westminster's vibrant sense of community has shaped our welcoming, down-to-earth character, enriched by School values of being brave, humble, kind, authentic, resilient and curious.

<b>Position name</b>	<b>ICT Service Delivery and Project Manager</b>
<b>Area of School</b>	Information and Communication Technologies (ICT) Services
<b>Employment Status</b>	Fixed Term full time
<b>Employment Conditions</b>	Westminster School Inc. Teaching Staff and School Assistants Enterprise Agreement 2024
<b>Key Relationships</b>	<p>Reporting to the Director of IT Operations, the ICT Service Delivery and Project Manager is required to work closely and productively with the Technology Services team. The ICT Service Delivery and Project Manager is expected to form strong and productive working relationships with all business units within the School and relevant third-party organisations.</p> <p>This position has management responsibility for three direct reports. Ultimately responsible to the Principal via the Director of Business Operations.</p>

### **Position Objective:**

The ICT Service Delivery and Project Manager oversees and manages the ICT Services Team and actively supports the team's service delivery objectives by the effective and efficient management of incidents, advanced problem diagnosis and resolution, and the provision of quality customer service.

The position will be responsible for agreeing service level benchmarks with the Director of IT Operations and Director of Business Operations, reporting against these benchmarks, and recommending service level improvements as required.

The ICT Service Delivery and Project Manager acts as the triage of incoming Helpdesk tickets and the primary contact for escalation of Helpdesk queries. The ICT Service Delivery and Project Manager ensures the ongoing performance, stability and security of technological services, including the maintenance of documentation.

The ICT Service Delivery and Project Manager also works closely with the Director of IT Operations and other senior ICT staff to deliver key projects. This will include communication and project scheduling, attending project meetings as required and ensuring the ICT projects are delivered to the highest possible standards.

### **Key Responsibilities:**

#### **1. Leadership of Support Services**

- Manage the quality improvement program for the ICT Services Team.
- Management of workloads across the Helpdesk aspect of the ICT Services Team.
- Provide support to the ICT Services Team by sharing knowledge, supporting the development of

team members, and constructively challenging the status quo to deliver required outcomes.

- Proactively identify growth areas for the ICT Services team members and work with the Director of IT Operations on performance improvement for goal setting.
- Participate in strategic, policy and operational decisions and contribute to the teams' overall effectiveness, performance, and wellbeing.
- Stay up to date with relevant and trending ICT systems. The landscape of technology is shifting constantly, and this role will require an attitude towards self-improvement as a leader and in technology.
- Provide oversight of the priorities of ICT Service Tickets.
- Set appropriate SLAs and benchmarks, and work closely with the ICT Services Team to ensure SLAs are met.
- Set up reporting dashboards to measure against SLAs and benchmarks.
- Proactively update internal documentation and knowledge base(s) to support and strengthen the team's incident resolution and user problem solving capability.

## **2. Customer Service**

- Take ownership of the customer experience by driving service and process improvements and identify and escalate known errors when required.
- Communicate effectively to build relationship with internal customers and work with other stakeholders to provide customer service excellence.
- Assist with the development, publication and execution of user training initiatives in partnership with the Director of Teaching: Pedagogy and Digital Delivery.
- Through surveys and information gathering, continuously identify ways to improve the service culture and delivery of the ICT Services Team.

## **3. Device and User Management**

- Manage the deployment of end user devices for relevant stakeholders. This includes the use of Mobile Device Management (MDM) to appropriate software and policies to laptops, tablets and other devices for students and staff.
- Work with nominated vendors and suppliers to ensure user devices are setup and delivered to a standard set by the School.
- Implement and maintain system changes to enhance the delivery of technology to stakeholders.
- Manage the User lifecycle through automated systems to ensure every user has relevant access.
- Configure and maintain standard operating system configurations (including versions, packages and patch levels), management tools, scripts and operating processes.
- Oversee the deployment and maintenance of data management through cloud and on-premise file management systems.
- Develop and maintain detailed technical and functional documentation on system configurations and deployment processes, including detailed flow charts and diagrams.

## **4. ICT Projects**

- Work with the Director of IT Operations and other senior ICT staff to ensure ICT projects are delivered on time and with excellence. Projects will range from building works to application development.
- Attend project meetings and schedule where necessary. Ensure work is allocated to the ICT team as required.

### ***Key Selection Criteria: Qualifications, Skills and Experience***

- Minimum of 3 - 5 years proven experience in a similar role.
- Formal, relevant and recent IT qualification(s).
- Training and experience in service delivery and support disciplines.

### ***Key Selection Criteria: Personal Qualities***

- Ability to work well under pressure and prioritise workload to meet deadlines and SLAs.
- Demonstrates a proactive attitude towards process improvements and a willingness to accept

change in an always changing and challenging industry.

- Strong technical and functional documentation skills.
- Highly developed troubleshooting, problem solving and decision-making skills.
- Strong communication skills, including the ability to communicate (written and verbal) effectively with technical and non-technical colleagues.
- Strong customer service skills and orientation including the ability to demonstrate patience and empathy to all customers.

### ***Safety and Wellbeing***

All staff must:

- Take reasonable care of, and cooperate with actions taken to protect, the health and safety of both themselves and others.
- Report all accidents, incidents and hazards to their supervisors as soon as is practicable.
- Read and abide by all WHS policies.

### ***Conditions of Employment***

- All applicants must be eligible to work in Australia
- All staff must satisfy child protection screening and adhere to Westminster's Child Safety and Wellbeing policy which includes holding a current Working With Children Clearance.
- A 6 month probationary period applies to all new employees.
- No position description can capture the complexity of tasks within a school. Therefore, this position description should not be seen as limiting and some flexibility is required. There will be tasks not described above, within the scope of the role, that may be given to this position from time to time.

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