

# Service Delivery Officer

## Catholic Schools Office Armidale

### Position Description

[Click here to apply.](#) Applications close 5 December 2021

<b>Position level</b>	CSO Remuneration Framework Level 4
<b>Salary (full-time)</b>	\$69,747 gross per annum
<b>Reports to</b>	Manager ICT Services
<b>Team</b>	Finance and ICT
<b>Location</b>	Catholic Schools Office Armidale
<b>Employment type</b>	Full-time (1.0 FTE)
<b>Employment status</b>	Permanent
<b>Hours per fortnight</b>	70 (Monday to Friday 8.30am - 4.30 pm)

### About the Catholic School's Office

The Catholic Schools Office (CSO) Diocese of Armidale serves 24 systemic schools; 19 primary, two central (K-10) and three secondary (7-12) across the New England and North West region of NSW. The Catholic Diocese of Armidale is the second-largest diocese geographically in NSW and within our boundaries are the major centres of Armidale, Tamworth, Gunnedah, Moree, Narrabri, Inverell and 13 other towns including; Uralla, Walcha, Guyra, Tenterfield, Glen Innes, Walgett, Manilla, Warialda, Barraba, Mungindi, Wee Waa, Boggabri and Quirindi. The CSO supports schools across the Diocese in building a Catholic Professional Learning Community for almost 1,000 employees in teaching and non-teaching roles, and 6,000 students.

Staff at the CSO are responsible for providing educational, administrative, information and communication technology, industrial, financial, and employee services support to these schools. All employees of the CSO have a shared vision: to work together and with school teams to improve learning, teaching and wellbeing, and to do this work with a common purpose centred on a contemporary Catholic worldview of bringing all to the fullness of life.

For further information on the organisation, please visit [www.arm.catholic.edu.au](http://www.arm.catholic.edu.au).

## Position Purpose

The purpose of the Service Delivery Officer is to deliver outstanding ICT customer service and support for the schools and offices of the Catholic Diocese of Armidale in line with industry best practice. The Service Delivery Officer will be the first point of contact for the ICT Service Desk, ensuring that timely and professional ICT support is available for CSO ICT services.

The Service Delivery Officer will deal with non-specialist support tasks, assign incoming service requests to the Service Delivery Coordinator or other ICT staff as required, and communicate clearly and effectively with staff seeking ICT services throughout the full support or service request process.

The Service Delivery Officer will liaise with external ICT vendors and service providers for the repair and maintenance of existing equipment, ensuring appropriate service levels are maintained and ensuring maximum value for the CSO and schools. The Service Delivery Officer will work closely with the Service Delivery Coordinator to undertake other tasks as directed to ensure the efficient operation of CSO ICT Services.

The position will be based at the CSO Office, located at 2/131 Barney Street, Armidale, NSW.

## Commencement

The commencement date for this position will be negotiated with the successful applicant.

## Key Responsibilities

Duties related to the position would normally include but are not limited to the following:

Key area	Task
ICT Service and Support	<ul style="list-style-type: none"><li>● Act as the primary point of contact for ICT support and new service requests by:<ul style="list-style-type: none"><li>○ Monitoring incoming Service Desk requests via the ICT Services Service Desk system, email, calls to the help desk telephone, and walk-in requests.</li><li>○ Completing basic support tasks or escalating more complex requests to other ICT team members as required</li><li>○ Referring incidents to school-based technical staff to action as appropriate and liaising with and supporting those staff as needed</li><li>○ For service requests personally undertaken,</li></ul></li></ul>

	<p>communicating with staff throughout the Service Desk process, including ensuring the request has been dealt with to the satisfaction of the requestor at the conclusion of the process.</p> <ul style="list-style-type: none"> <li>● Provide hands on and remote support to CSO and school staff for computer hardware and peripherals, meeting room equipment, and application software.</li> <li>● Liaise with vendors and ICT service providers for the repair of computer equipment and resolution of ICT services incidents.</li> <li>● Provide on-site assistance as required which may include travel to schools within the Diocese.</li> <li>● Ensure incoming ICT procurement requests through the Service Desk have been appropriately authorised.</li> </ul>
<p><b>Support CSO Armidale and schools in the continued improvement of ICT services, supporting learning and administration, including but not limited to:</b></p>	<ul style="list-style-type: none"> <li>● Provide introductory training and advice on how to use devices and systems to CSO and school staff as needed.</li> <li>● Provide support to ICT projects and undertake other tasks as directed by the Manager ICT Services.</li> </ul>
<p><b>Actively promote the Vision and Mission of Catholic education in the Diocese by:</b></p>	<ul style="list-style-type: none"> <li>● Modelling the values inherent in Christ's teaching, namely, the discipleship we hope the graduates of our schools will commit to.</li> <li>● Supporting the role of all staff as instruments of evangelisation.</li> <li>● Ensuring that collaboration and stewardship underpin the leadership and management of the System of Schools, recognising the complementary roles of pastors, parents and teachers in the ministry of Catholic education.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>● Attend to any other matters appropriate for the position and consistent with the skills of the incumbent.</li> </ul>

The Catholic Schools Office Armidale reserves the right to alter roles, responsibilities and requirements as required.

## **Selection criteria**

### **General expectations of staff at the Catholic Schools Office**

- Respect of and a commitment to the Catholic ethos and a willingness to foster it.

- Serve the employer faithfully, honestly, efficiently and diligently and exercise all due care and skill in the performance of your duties.
- Act as a team member, developing and supporting the philosophy and ethos of the team.
- Ensure appropriate behaviours when engaging with children.
- Willingness to undertake professional development.
- Maintain strict observance of school policies, rules and procedures including the reporting of improper or unethical conduct.
- Observe and comply with all WHS protocols.
- Ensure all colleagues, students and parents are provided with quality service in a timely, efficient and friendly manner.
- The ability to maintain strict confidentiality and to exercise discretion and sound judgement.
- Act in a professional and respectful manner at all times.
- Comply with the [Framework for the Accreditation of Staff in Catholic Schools](#).
- Employment with the Catholic Schools Office Armidale is conditional upon successful applicants having or obtaining a valid and current NSW Working with Children Check Clearance.

### **Essential criteria**

- Well-developed organisational and interpersonal skills including:
  - Effective oral and written communication skills, including the ability to prepare documentation, follow procedures and maintain records for activities undertaken
  - The ability to deliver responsive and innovative client service and to work with a wide variety of clients with varying levels of technological experience
  - The ability to conduct training, both in an ad-hoc and formal setting
  - The ability to work in a collegial manner as part of a team
  - The ability to work with minimal supervision and use initiative in a high volume work environment.
- Computer Literacy skills to include:
  - Office productivity software, particularly the Google Workspace
  - Service desk management software
- Demonstrated ability to manage multiple priorities
- Current driver's license and willingness to undertake travel to fulfil the requirements of the role.

### **Desirable**

- Demonstrated experience using Google Workspace and Chromebook management portals
- Experience in an educational environment

## **Application**

For questions regarding the professional nature of this position, please contact Richard Pursey - Manager ICT Services on 0435 659 765 or email [rpursesey@arm.catholic.edu.au](mailto:rpursesey@arm.catholic.edu.au).

Before submitting your application, please ensure the following:

- You have carefully read the position description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications.
- **Complete the relevant online application form [by clicking here](#)** and attach a cover letter and CV that clearly outlines your qualifications and career history.

*Preferred applicants must have the right to work in Australia and will be subject to employment screening.*