Position Description

Position Title	Coordinator - Technology Support
Portfolio	Corporate Services
Division	ICT and Innovation
Department/Cost Centre	5500
Classification	Specialist Staff 5
Position Number/'s	102706
Reporting to	Team Leader - ICT Services
Supervises	Technology Support Officers x 3 ICT & Innovation Trainee

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast-paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:
- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The ICT and Innovation Department leads the information and communications technology (ICT) functions at South West TAFE.

The Department is comprised of the ICT Operations team, the Digital Transformation team and the Student Management System (SMS) team, within the Corporate Services portfolio.

The ICT Operations team maintains and supports the core network infrastructure, cyber security, end user devices, cloud and on-premise software and platforms, audio visual and communications (portable devices, telephones, etc.) that underpin the delivery of training to students; and supports the business objectives of the Institute.

The Digital Transformation team aims to ensure the efficient, effective and economical use of ICT systems and underpinning process across the organisation. Working with stakeholders to understand requirements and process to then leverage the Institutes investment in technology to the fullest. This will be a mixture of enhancing systems already in place and the implementation of new systems into the environment.

The SMS team is responsible for the adoption, development and maintenance of South West TAFEs Student Management System. This includes the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations, ensuring student data reporting requirements to funding bodies and other various government departments are met.

The role of each team is to work with key internal and external stakeholders to strategically specify, maintain and deliver technologies and services used in the execution of the business objectives and strategic direction of South West TAFE, and to ensure that avenues for support, fault escalation and fault resolution are provided.

Position Overview (Your Opportunity)

Reporting to the Team Leader - ICT Services, the Coordinator - Technology Support fosters a culture focussed on delivering an exceptional support experience for SWTAFE staff and students. This role will involve coaching and supervising a small team with a customer focused mindset, developing quality measures, systems and processes to help the team deliver exceptional customer service in supporting the ICT needs of the wider organisation.

This role will supervise a team providing innovative, high quality support across multiple locations and technologies which align to user needs and organisational objectives. The position will be responsible for providing specialist advice to influence decision making in order to increase the effectiveness of IT systems and practices.

The Coordinator - Technology Support is the first escalation point for incoming issues logged with the Helpdesk and is the second point of resolution. This role is also responsible for the efficient and effective support and delivery of all end user devices, including the management of SWTAFEs standard operating environment (SOE).

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position
- Motivate, coach and provide feedback to the Technology Support team to build individual and team capability and engagement.
- Supervises the Technology Support team ensuring the provision of high-quality support services and enabling the team to continuously improve ICT service delivery
- Lead projects based on the requirements of the team and wider organisation including supervision and delegation of tasks
- Drive the ongoing development of advanced IT service management support tools such as self-service, mobility, automation and analytics to continuously improve support services and customer satisfaction.
- Drive knowledge base development and adoption to build technology team succession, knowledge retention and customer self-help capabilities.
- Contribute to the development and review of ICT policies and procedures
- Keep abreast of emerging trends, disciplines and technologies, collaborating across the Institute to develop innovative solutions in a secure environment to support student centred learning.
- Supervise the day to day administrative functions and processes of the support team including maintaining registers, operating environments, software licensing and procurement tasks.
- Provide a second level of fault escalation for resolution or escalation
- Management of SWTAFE end user devices and standard operating environment (SOE).
- Provide technical expertise and advice on ICT projects
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Your Organisation
- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated ability to motivate and develop a team to build performance and engagement including experience in developing service levels to improve service quality expectations.
- Demonstrated ability to lead a support team through service transformation using innovative IT Service Management support tools and processes including the use of analytics.
- The ability to independently solve complex ICT issues, to provide expertise and guidance to the Technology Support staff and work collaboratively with other senior ICT & Innovation staff
- Demonstrated experience in SOE development and deployment, coordinating a patching regime and maintaining various registers such as IT assets.
- Demonstrated commitment to continually developing knowledge and technical capability to deliver innovative solutions.
- Experience in maintaining a high standard of system and data security.

Qualifications and Requirements

Mandatory requirements
- A degree in ICT or related field, work towards an ICT Degree or a related field, or a combination of a vocational qualification with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience
- Variations of the above point will be considered
- Experience leading service desk operations in a Windows networked environment
- Employee Victorian Working with Children and satisfactory Police Check
- Current Victorian Driver's license

Highly desirable requirements
- Knowledge or qualification in IT service management practices
- Experience working in a virtualised server environment and on a Windows Server platform
- The ability to work in Active Directory to undertake required account and policy work
- Knowledge of network configuration and support

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		