

POSITION DESCRIPTION

CATHOLIC EDUCATION DIOCESE OF BATHURST

DATE: July 2024
ROLE: Application Services Coordinator
RESPONSIBLE TO: Team Leader/Manager ICT Services
ACCOUNTABLE TO: Executive Director of Schools
TEAM MEMBERSHIP: School Improvement: ICT Services

PURPOSE OF THE ROLE

The purpose of the Application Services Coordinator role is to provide effective support, administration and management of school and office based ICT systems, policies and procedures, while working closely within CEDB teams, in the context of providing high quality Catholic Education for all. The role is hands-on and supports the Manager ICT Services in the coordination of select ICT Services teams, initiatives and improvements to ICT service delivery, with a particular focus on Application Services.

KEY AREAS OF ACCOUNTABILITY

1. Actively promoting the Vision and Mission of Catholic education in the Diocese by:

- Modelling the values inherent in Christ's teaching, with particular emphasis on the dignity of the individual.
- Supporting the Executive Director of Schools in the leadership of Catholic education as an instrument of evangelisation.
- Facilitating collaboration between the Executive Director and the Executive Team in the leadership and management of the System of Schools.

2. Coordination of ICT Services and Support

- Support the Manager ICT Services with the coordination of teams and initiatives.
- Take ownership and innovate both within and across teams.
- Seek out opportunities for team collaboration and growth.
- Demonstrate and encourage a high standard of professional conduct and courtesy.
- Proactively seek opportunities to improve and develop ICT policies and procedures.
- Take ownership on all matters relating to Application Services, including but not limited to application integrations, database systems, identity and access.

3. Provision of ICT Services and Support

- Provide ICT support to staff and students for the provision of their learning and teaching.
- Actively enhance and enable the vision of ICT Services as a 'service' provider for our schools.
- Promote a self-service culture, enabling staff and students to be productive, self-sufficient and efficient users, where ICT Services provide services to empower users in their daily tasks. ICT Services focus on the provision, administration and support of approved services.

- Monitor and manage tickets within the ITSM platform, escalating where required to the appropriate ICT Services team or external service provider. Ensure that all tickets are logged to enable effective reporting and continual service improvement. Self-service and logging of tickets is encouraged, however some circumstances may require logging of tickets on behalf of users.
- Provide effective and appropriate communication to users in relation to ticket resolution and timelines.
- Actively participate in ICT Services meetings, projects and initiatives.
- Promote strong teamwork and collaboration, not only within, but across teams, schools and the office.
- Promote the strategic direction of CEDB and ICT Services in regards to the delivery and support of ICT Services.
- With a focus on continual service improvement, collaboratively with the Manager ICT Services, gather feedback from users in order to innovate and improve.
- Provide training for supported applications, systems and equipment where applicable and appropriate.
- Assist with budgeting, related planning and procurement as needed.
- Develop positive and responsive relationships, improving service and support.
- Provision of AV support.

4. Other Duties

- Undertake any other duties, as would reasonably be expected within the role and classification in order to provide a high quality ICT service.
- Assist in other areas of the team in support of leave where possible.
- Undertake travel as required.

The Employer reserves the right to reasonably vary this position description from time to time at its sole discretion.

SELECTION CRITERIA

- Experience in a similar role in a medium-large environment.
- Degree qualification or equivalent combination of relevant experience and training.
- ITIL certification, with experience across Incident, Request and Change management.
- Strong problem solving skills and ability to think holistically.
- Well-developed written, presentation and interpersonal skills with the capacity to communicate effectively across a range of stakeholders.
- Experience in leading and coordinating a small team.
- Experience across systems integration, automation and data flows between systems.
- Strong experience in Identity and Access Management technologies such as Okta.
- Experienced in managing services such as Google Workspace and Office 365.
- Strong DBA skills.
- Experience supporting School Information System (SIS) platforms.
- Demonstrate experience engaging and coordinating third party vendors
- A willingness to support the mission and purpose of Catholic education within the Bathurst Diocese.