POSITION DESCRIPTION

Communities of hope, joy and wonder where all are welcome.

Enterprise Service Desk Administrator

Position Number	002349
Classification	Grade 5 under the Catholic Education Office, Archdiocese of Canberra and Goulburn, Enterprise Agreement 2020
Reports To	Service Delivery Manager
Location	Catholic Education Office, Manuka ACT

Organisation Overview

The Catholic Education, Archdiocese of Canberra and Goulburn (CECG) plays a crucial role in education in both the Australian Capital Territory (ACT) and New South Wales (NSW). It covers 88,000 square kilometres, encompassing the entire ACT and extending from Pambula on the south coast to Crookwell in the north and to the western point of Lake Cargelligo. CECG operates 56 schools and nine early learning centres and is responsible for educating over 22,000 students. It also employs over 4,000 professionals who are the driving force behind our education system.

Position Overview	The Enterprise Service Desk Administrator configures, optimises and manages the service management tool to ensure efficient enterprise and IT service delivery and adherence to ITIL best practices. This position is responsible for managing Incident, Request, Change, Problem, Configuration and Asset Management processes and collaborate with teams to improve service delivery. The Enterprise Service Desk Administrator will also play a key role in ensuring the management of ICT knowledge management processes and systems.
Position Duties	- Configure and customise the ITSM tool (e.g., FreshService, ServiceNow) to meet business requirements. - Work closely with IT and business stakeholders to capture and prioritise IT and Enterprise service management requirements. - Establish and Administer the Configuration Management Database (CMDB). - Develop and assist with the running of processes and practices that ensure CMDB data quality is maintained. - Develop and maintain ITSM standards, procedures and supporting documents. - Measure and review ITSM process performance and compliance through regular reporting. - Coordinate requests for IT system modifications, aligning with CECG change policies and standards. - Facilitate the Submission of changes to the Technical Change Advisory Board (TCAB) and Change Advisory Board (CAB) as required. - Lead and progress various projects aimed at enhancing the ITSM tool and related processes.

	- Provide ongoing technical assistance to users relating to the ITSM tool. - Manage user accounts, access roles, and group changes within the ITSM tool. - Monitor system performance using diagnostic tools and dashboards. - Develop and maintain specific reporting requirements as directed by the Service Delivery Manager. - Develop and maintain a centralised repository of knowledge articles, FAQs, and best practices. - Capture knowledge from various sources like incident resolutions and change implementations. - Organise knowledge content into categories and tags for easy navigation. - Implement effective search capabilities for quick retrieval of information. - Ensure accuracy and relevance of knowledge articles through regular reviews. - Facilitate knowledge sharing among team members through training sessions and workshops. - Integrate knowledge management with ITSM processes such as incident and change management. - Track key performance indicators like knowledge article usage and effectiveness. - Continuously assess and refine knowledge management practices based on feedback and industry trends.
Selection Criteria	1. Demonstrated experience in configuring and customising ITSM tools such as FreshService or ServiceNow to meet specific business requirements. 2. Proven ability to work closely with IT and business stakeholders to capture, prioritise, and manage IT and Enterprise service management requirements effectively. 3. Experience in developing and maintaining ITSM standards, procedures, and supporting documentation, ensuring compliance and continuous improvement. 4. Ability to coordinate IT system modification requests, align them with organizational change policies and standards, and facilitate submissions to Technical Change Advisory Boards (TCAB) and Change Advisory Boards (CAB). 5. Experience in developing and maintaining a centralized repository of knowledge articles, FAQs, and best practices, ensuring accuracy and relevance through regular reviews and facilitating knowledge sharing among team members. 6. Excellent customer service skills with the ability to effectively communicate and work with a diverse customer base. 7. Demonstrated ability to manage small to medium projects using project management methodologies and frameworks.

Qualifications	• Current ITIL Foundation certification.
	• Working with Vulnerable People (WWVP) and Working with Children's Check (WWCC) registrations.
	• Driver's License.

Registration and Accreditation

Employment with CECG ICT is conditional upon you having or obtaining a valid and current working with children registration in NSW <u>and</u> the ACT.

Registrations and accreditations for working with children are administered under state and territory law. Employees required to perform work or access information in both the ACT and NSW are required to have valid registrations for both regions. The registrations are as follows:

ACT	NSW
• Working with Vulnerable People Check (WwVP)	• Working with Children Check (WwCC)

CECG employees are required to meet the expectations for accreditation in accordance with the Accreditation to Work Teach and Lead Policy in Catholic Education Policy.

Personal information collected in the course of employment will only be used for the purpose it is given in accordance with privacy law and the CECG Privacy Policy – <u>Click here.</u>