



MOUNT ANNAN
CHRISTIAN COLLEGE

Service Desk Team Leader

\$90,000 - \$110,000 plus 11% superannuation



“One Heart, One Vision”

The role

We are currently seeking a Service Desk Team Leader to join our Operations Team. This job will suit a proactive, self-directed, and motivated individual who thrives in a fast paced, dynamic environment with a focus on excellence in customer service and support.

Our ideal candidate is highly motivated, technologically minded and can provide direction and support to our IT Support Team.

This is a full-time position, working 38 hours per week between 7.00am to 6.00pm weekdays, with flexibility as required to assist with school events outside these hours.

The role will see you responsible for:

- Managing the daily operations of the IT Helpdesk including IT service management processes, continuous improvement, staff coaching, training and development.
- Ensuring the network, physical and virtual IT infrastructure, systems and services are implemented, administered, maintained and upgraded in order to meet the requirements of the business
- Building vendor relationships and undertake procurement activities to ensure appropriate technology services and supporting agreements are in place and equipment is delivered when required.
- Optimising the management of the network to ensure security and integrity
- Monitoring overall system performance using system performance and diagnostic tools and dashboards
- Integrating IT Service Management System with other systems
- Providing direction and support to the service desk team to ensure high-quality service delivery.
- Implementing and manage service delivery processes in accordance with ITIL best practices, including incident management, request fulfillment, problem management, and access management.
- Monitoring service desk performance, generate reports, and conduct regular reviews to identify areas for improvement.
- Serving as an escalation point for complex issues, ensuring timely and effective resolution.
- Collaborating with other departments to align IT support with broader company objectives and client needs.
- Developing and facilitate training programs for service desk staff to enhance their skills and knowledge in ITIL processes and technical competencies.
- Participating in IT service continuity planning to ensure the service desk is prepared to respond effectively to incidents and disruptions.
- Fostering a positive team environment by encouraging collaboration, knowledge sharing, and effective communication among team members.

Our ideal candidate

- Proven experience (3+ years) in a service desk or technical support leadership role
- Strong understanding of ITIL frameworks and experience implementing ITIL-aligned processes.

- Excellent leadership and team management skills.
- Strong problem-solving abilities and a focus on providing exceptional customer service.
- Effective communication and interpersonal skills.
- Strong organisational skills with the ability to plan and prioritise work according to strict guidelines and College policies
- Ability to work both independently and within a collaborative team environment
- Demonstrated high level of sensitivity when dealing with key stakeholders
- High level of motivation, initiative, and attention to detail
- Ability to thrive in a fast-paced, dynamic environment and effectively manage multiple priorities.
- Relevant ITIL certification (e.g., ITIL Foundation) is highly desirable
- Relevant Qualification in an IT related discipline (min Cert IV)
- Broad technical skill set and practical experience with a wide range of hardware, operating systems, and software.
- Extensive knowledge of Microsoft 365 and Azure.
- In-depth knowledge of MSP RMM and PSA platforms, such as N-Central and HaloPSA is highly advantageous.
- Excellent understanding of networking, switches, routers, wireless, QoS and VoIP
- Mobile Device Management
- Knowledge of PC components and operations
- Knowledge of Cybersecurity techniques and technical protocols
- Extensive knowledge of Sentral

Mount Annan Christian College is a Christ centred Christian College and applicants must be willing to acknowledge and respect the Christian ethos and values of the College.

Our ideal candidate also acts with integrity, makes ethical decisions, and embodies our cultural traits and Christian values.

A Working with Children Check is required.

You must be eligible to work in Australia and continue, where required, to maintain any necessary work visas/permits and comply with all conditions to maintain your employment status while in Australia.

Your team

The Operation Services team is responsible for providing support and services to our Students, Staff, and the wider MACC Community.

We provide these services at the highest level of customer service possible, irrespective of the functional area the staff member is employed in. These functional areas cover a vast array of services from Customer Engagement, Student Services, Medical, Inhouse Cafe and Catering Services, Finance, Treasury, Accounting, Technology, Property Management, Infrastructure, Transportation, Visible and Digital Imagery, Advertising and Marketing and Library Support.

Although staff are employed into a section of the College such as Primary, Secondary or Operations, we all work together and are fully integrated. Each employee forms their valued part of the overall College wide team, and we all strive for one goal.

The diversity and multi-talented professionals that form the MACC team allows our staff to expand and develop their skills and talents whilst furthering their career at MACC.

Our offer

Our staff are at the heart of MACC's success, and we are committed to enabling them to perform at their best. We offer the following benefits:

Investing in your growth and development is a key to our success. We offer staff study assistance, internal and external professional development opportunities with industry leaders and professional associations, CPR and First Aid training and a range of leadership opportunities.

We make contributions to your health and wellbeing through subsidised yearly flu vaccinations, access to our free counselling service (Employee Assistance Program), social activities, staff celebrations and access to our onsite cafe.

We offer competitive salaries, 11% superannuation and a range of salary packaging options. We also offer a discount on college fees for staff who have children at the college.

Leave provisions including:

- > 4 weeks annual leave including 17.5% leave loading.
- > up to 10 days paid personal leave per year to recover from illness or injury or to care for a family member.
- > paid parental leave including maternity leave and adoption leave.

More information about our offer is available in the relevant **Independent Schools Multi-Enterprise Agreement 2021 (Teachers OR Support & Operational Staff)**

How to apply

Apply now by emailing:

- ✓ Your tailored Resume
- ✓ A cover letter outlining your skills, knowledge and experience against the role description and our ideal candidate information
- ✓ Completed 'Employment Application Form'
- ✓ Certified copies of all relevant qualifications

> Submit your application via email to employment@macc.nsw.edu.au by 11.00pm on the closing date advertised.



> If you have any questions regarding this role or the recruitment process, email the contact officer employment@macc.nsw.edu.au or phone (02) 4634 7474.

Our work

Established in 1999, as a ministry of C3 New Hope Church, we are currently going through a new phase of growth and development.

Situated in the fastest growing region of Sydney, the Macarthur Region, MACC is competitively placed within the area offering moderate school fees, an Independent College from Prep to Year 12, Christian in ethos and delivers education with vibrant, motivated, and cohesive staff.

The college has achieved a well-deserved reputation for not only graduating great students but also developing a supportive, flexible, well-trained team of professionals that strive to achieve that highest level of customer service to our students, parents, guardians, and our wonderful staff.

With a high level of professionalism and a desire to achieve the best academically, we provide an innovative and visionary environment. Not for a generic purpose, but to enhance individual self-knowledge of gifts and strengths that can be utilised for lifelong learning.

For further information, please refer to the college [website](#).

Our people & culture

Our vision is to provide a Christ-centred learning environment that empowers each individual to enjoy a life of purpose. We are committed to building on the strengths of each student to contribute effectively to society, creating pathways for future study and work. This is facilitated through a culture which is highly regarded as being a nurturing, caring and supportive community which provides a strong sense of belonging for each individual.

Our staff are engaged and committed to empowering individuals, strengthening, and nurturing community, equipping students, and providing a holistic approach to develop each individual.

The staff culture is cohesive, and team focused; with many staff having supported the college for years of faithful service. There are currently 150 staff with valued casual staff members supplementing the team when required.

Our staff belong to churches with a range of Christian denominations, and we provide opportunities, when hiring staff to work in a Christian environment, whilst showcasing their talents and professional excellence and attesting to our ethos and statement of Christian faith.

We are committed to:

- > Lifelong learning
- > Innovation and Creativity



- > Fairness and Compassion
- > Diligence and Discipline
- > Mission and Service
- > Respect

Our students

Our students are respectful, enthusiastic, and well-mannered young people with a love for learning. Our catchment area is large, with many students travelling on our college buses to the campus each day.

We offer scholarships to our students excelling in areas of academia, sport, creative and musical arts, agriculture, citizenship, and innovation within STEM (Science, Technology, Engineering, Mathematics) education subjects.

Many of our students have grown up at MACC having started in Prep, moving right through to Year 12. MACC enrolls families, not just students. So parents, grandparents, relatives and friends are also invested in the education of our students.

Our facilities

The college is set on 37 acres opposite the beautiful Mount Annan Botanical Gardens. The property is shared with C3 New Hope Mount Annan Church.

As a purpose-built college, reflective of the needs of students, staff and family, the long driveway off Narellan Road provides security and serenity in a rural setting.

The Agricultural plot is home to sheep, cattle, poultry and sustainable organic produce. The STEM Ed rooms are open and fluid providing a collaborative learning environment conducive to creativity and innovation.

Our AP Gray multi-purpose hall is sought after as a state-of-the-art basketball and sporting venue. This facility connects MACC to the community, providing opportunities to partner together in projects and events.

Our goals

We aspire to:

- Be a leader in innovative learning.
- Develop the potential of each student.
- Be known as a leading school in the Macarthur area.
- Being a caring and nurturing environment
- Provide excellent academic results.

- Equip children to make a difference in the community.
- Continue to be a Christ centred education environment that prepares students for the future.
- Place value on every child and invest in their potential.
- Prepare students for their future of purpose.

Statement of Faith

We believe:

- There is one God: God the Father, God the Son and God the Holy Spirit
- That God is his own sovereign will, created the heavens, the earth and all that is contained within the universe.
- I the deity of our Lord Jesus Christ, the son of God; we believe in his virgin birth, in his sinless life, in his miracles, in his victorious and atoning death, in his bodily resurrection, in his ascension to the right hand of the Father, his constant intercession and in his imminent return.
- In the person and work of the Holy Spirit with his fruits and gifts available to the church
- The bible is the living word of God; infallible, authoritative, and everlasting, and the foundation of all Christian doctrine.
- In the existence of an evil spiritual being; the devil
- In the spiritually lost condition of all people and the essential need for the 'new birth' by faith in Jesus Christ
- In the baptism of the Holy Spirit as a gift available to believers subsequent to the new birth, with normal evidence of speaking in other tongues
- In the sacraments of the Lord's Supper and the baptism by full immersion in water for all believers
- In the resurrection of both the saved and the lost, the one to everlasting life and the other to everlasting separation from God
- In the church being the body of Christ, and each member being an active part of a local church, fulfilling the great commission.