POSITION:	**ICT Service Desk Team leader**
REPORTS TO:	**ICT Infrastructure Manager**
DATE UPDATED:	**July 2020**

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

MCM Information and Communications Technology (ICT) Services currently supports a large distributed server environment; a large fleet of mobile telecommunications devices (Apple, Samsung and Nokia products) and a range of desktop devices (Lenovo, Apple and HP). The network consists of WAN/LAN and VLAN set-ups with some sites having WiFi functionality. The network serves two distinct groups – Internal staff and external clients.

The Service Desk team is the first line of contact and support for all MCM and HHA employees and contractors in relation to all ICT Incidents and Service Requests. This is a highly customer service focused leadership role requiring medium to high technical skill in a level 1 & 2 Microsoft dominant environment.

JOB PURPOSE

Working closely with the ICT Infrastructure Manager, the ICT Service Desk Team Leader supports staff and the business of MCM through the delivery of client focused, fit for purpose systems and processes, underpinned by service level agreements, and a service catalogue. All ICT services are underpinned by ITIL and confirm to the MCM Project management framework, Prince II.

The ICT Service Desk Team Leader is responsible for leading the Service Desk team consisting of Service Desk Officers. The Service Desk is the first line of contact and support for all MCM staff (employees and contractors) in relation to all ICT incidents and service requests. This is a highly customer service focused leadership role requiring medium to high technical skill in a level 1 & 2 Microsoft dominant environment.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

Leadership

- Lead and manage the MCM ICT Service Desk team ensuring it is appropriately resourced and skilled to provide first and second level customer support for all ICT Services according to SLA's, work practices and procedures
- Manage Service Desk roster (Hours are Monday to Friday 8:30 – 5:30pm)
- Conduct team meetings as required and ensure team members understand standards, tools and methodologies used in the completion of their roles
- Identify and implement opportunities for improving Service Desk capability and services
- Escalate any areas of concern (skills gaps, potential problems) to senior management
- Understand and address impacts on Service Desk resourcing.

Issue Management
- Provide Level 1 and 2 customer support for all IT Services
- Event, Incident, Problem, Change, Access and Requests management related to desktops, laptops, mobile devices, according to SLA's, work practices and procedures.
- Logging all incidents & Service requests.
- Managing all Severity 1 & 2 incidents, including post incident review of Severity 1 incidents.
- Ensure issue diagnosis and resolution according to SLA's, ITIL work practices and procedures. For the life of the Incident or the Request, ensure timely and accurate updates to the Customer as to the status of an Incident or Request. Ensure retention of ownership, monitor, track and manage Incidents and Requests through their lifecycle. Team logs and monitors all Incidents and Requests with clear details / instructions with any customer specific requests.
- Escalate information about incidents and requests to the ICT Infrastructure Manager keeping the Senior ICT Management team informed of issues that need management attention.
- Understand and address impacts across all sites/offices.
- Understand the roles and responsibilities of MCM divisions/functions and ensure that jobs are appropriately assigned and escalated as needed.
- Build strong relationships within the business to maximize perception of ICT Service Desk and its capabilities.
- Run triage meetings where appropriate to ensure issues are receiving appropriate attention based on priority.
- Escalate issues and interact with vendor partners in order to work issues through to resolution
- Work to ITIL service frameworks.
- Maintain technical product knowledge on new and existing products and stay informed as to industry trends. Pursue appropriate industry certifications.
- Contribute to problem management and root cause analysis
- Send outage notifications to impacted staff (whole business) covering type of issue and expected duration where required. Also ensure that communications within the Service Desk, ICT management team and key stakeholders are timely and accurate

Other Tasks
- Manage allocation of assets, including procurement & purchasing of ICT equipment and assets
- Vendor management of ICT Suppliers in provisioning of 1st/2nd tier ICT services
- Maintain and support the Service Desk tool and implement identified improvements / changes.
- Document and share knowledge by writing and adhering to work practices and procedures for delivery of services. Review and update any ICT documents as required.
- Actively participate in continuous improvement within ICT services catalogue.

- Ensure provision of user administration – creation and deletion of accounts. Management of moves, adds and changes
- Ensure MCM compliance with audit requirements, as well as Privacy laws and security compliance.
- Project coordination for small projects – project management, coordinating tasks, attending meetings, and maintaining documentation.
- Understand the organisation structure and ensure that ICT service desk jobs are appropriately assigned and escalated as needed.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- MCM is committed to the safety of its clients and employees, taking a zero tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.
- Other duties as directed by the Head of ICT or delegate.

Customer Satisfaction
- Be customer service focused
- Actively promote the service desks services and obtain feedback regarding services provided.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	• MCM and Hester Hornbrook Academy employees
External Relationships	• External providers of ICT goods and services
Accountability	• External providers of ICT goods and services

KEY SELECTION CRITERIA

Essential:
- Significant demonstrated first level experience in supporting desktop, server, network and telephony systems, with relevant ICT qualifications/certifications.
- Significant demonstrated experience working in a hybrid application and infrastructure environment, a mixture of on premise, SaaS and IaaS.
- Experience with the following technologies:
  - Windows 10/Server 2012-2019
  - Azure AD / Intune
  - Office 365

- o SCCM
- o Service-now
- o Active Directory
- o Hyper-V
- o Skype & Teams
- o Follow Me Print and MFD
- o A range of ICT security software that covers the desktop environment; the external firewall; web browsing environment and more
- o Experience with ICT Management Tools
- Experience with and an in-depth understanding of LAN/WAN network environments, firewall traversal, logging tools, encryption systems, wireless, and Internet based information systems including cloud and social computing.
- Experience in developing, implementing, documenting and monitoring delivery of service desk functions in line with the ITIL framework, including the development of SLA's and a service catalogue; incident management; change management and request management.
- Excellent communication skills (written and verbal) with an ability to work within a team and communicate effectively at all levels.
- High-level problem-solving skills and a strong work ethic, with the ability to multi task and work independently.
- Strong analytical, observation and organisational skills.
- Ability to build and maintain relationships and negotiate with a range of stakeholders, vendors and business application owners, ensuring roles and responsibilities are clearly established and maintained.
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Desirable:
- Project management skills and experience.
- Proven experience supporting, educating and managing employees.
- Experience in working in the not for profit sector (NFP).
- An experience with working with third party vendors in the implementation of large change agendas.
- Current ITIL Foundation level certification.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:
MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:
- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:
We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:
MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:
- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
Choose 6-8 behavioural capabilities that are key to this role from a mix of partnerships, reputation and people, and delete the rest of the rows. Delete this row once actioned.	
PARTNERSHIPS	**Customer Focused** We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	**Influence & Persuasion** Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.

PARTNERSHIPS	**Collaboration & Cooperation** Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
PARTNERSHIPS	**Resolves Disagreements** Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
PARTNERSHIPS	**Credibility & Integrity** Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
REPUTATION	**Provable Results** Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	**Disrupting Disadvantage** Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	**Spreading the Word** 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
REPUTATION	**Doing the Right Thing** Manages resources wisely to deliver sustainable value for service uses and those who contract those services. Looks to reduce waste and duplication of effort.
REPUTATION	**Doing Our Best** Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	**Resilience & Bounce Back** Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	**Wins Hearts & Minds** Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.
PEOPLE	**Builds Capability & Realises Potential** Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

PEOPLE	**Challenge & Change** Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
PEOPLE	**Safety First** Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
Accountable	We act safely in all our interactions. We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.