

Position Description

ICT Service Analyst

OVERALL PURPOSE OF THE POSITION

- Delivering high-quality delivery technology services consistently support throughout the School, including Classroom support and administrative functions.
- Provision of first level support for all IT enquiries and incidents, with clear escalation procedures to second and third level technical support, ensuring troubleshooting problems through to satisfactory resolution.
- Installation, programming, maintenance, support and repair of hardware, software and systems which fall under the authority of the ICT Department.
- The position will have a high degree of autonomy in managing the day-to-day activities required of the role, subject to direction by the ICT Service Desk Lead.
- The position provides an opportunity to support one of the leading schools in the full and appropriate use of technologies across the curriculum.
- The position provides opportunities to further develop skills and experience, in areas of technology appropriate to the School's need.

PRIMARY DUTIES & RESPONSIBILITIES

- Provide support to all users in the school, including procedural documentation.
- Service Desk Management, including but not limited to:
 - Answering and responding to calls and initial triage
 - Logging tickets in the Service Desk system
 - Coordination and allocation of ICT resources
 - Ensuring that all jobs are prioritised and actioned in accordance to the ICT Service Delivery Standards
 - Follow up and review of service requests and incidents
- ICT Asset Management, including but not limited to:
 - Assist in maintaining the ICT asset register, managing device lifecycle and inventory.
 - Auditing of asset records
 - Software records
- Develop and maintain accurate documentation to promote and support the use of ICT within the School, specifically, but not limited to:
 - Asset inventory
 - Equipment repairs
 - Service tickets
 - Procedures required to carry out tasks relating to day-to-day jobs.
- Support all members of the ICT Department in ensuring that ICT Services, functions and operations are working as expected.

- Collaborate with ICT staff to facilitate the delivery of special projects
- Collaborate with the ICT and Digital Learning teams to deliver a positive learning experience for staff and students
- Support and maintain School owned devices, including but not limited to staff laptops, classroom labs, Audio Visual (AV) systems, printers, and other devices
- Support and maintain the School 1:1 devices and provide support for student BYOT devices
- Co-ordinate with repairs and on-site visits for Barker ICT and student BYOT equipment
- Maintain and coordinate loan and exam laptops
- Coordination and implementation of start and end of year processes
- Escalate issues to the ICT Support Coordinator and/or ICT Infrastructure & Operations Manager where appropriate
- Be informed regarding current developments and best practice in ICT and communicate these with the School community
- Identify and raise with the ICT Support Coordinator key areas for training users.

The list of areas and responsibilities in this position description are seen to be indicative and not exhaustive.

The Head of ICT or Head of Barker College may direct other duties, commensurate with the ICT Service Analyst's training and experience, at their discretion at any time.

This position description may be reviewed following a summative appraisal, or at some other time by negotiation.

Key Performance Indicators

- Documenting day-to-day procedures as trained by senior technical staff
- Consistently follow procedures set by senior technical staff
- Service Desk:
 - Close tickets when completed in a timely manner
 - Maintain timely and accurate Helpdesk records
 - Ticket time logged per day
 - Ticket accuracy
- Improvement in response to problems by a reduction in the number of call-backs by users and problem escalation to senior technical staff
- Increased user satisfaction regarding use of ICT Support Services within the School
- Asset allocation precision
- Ability to perform tasks after training without continual follow up reinforcement
- Ability to set priorities and maintain deadline
- Accuracy of problem resolution
- Ability to assist users to work independently of ICT
- Maintain neat and tidy workplace

SKILLS AND KNOWLEDGE ESSENTIAL TO THE JOB

- Customer-service mindset with a patient, helpful attitude
 - Strong problem-solving and diagnostic abilities.
 - Proficiency with Windows 10/11 and macOS environments.
 - Experience with Microsoft 365 (Exchange Online, Teams, SharePoint).
 - Familiarity with Intune, Kandji, or similar MDM tools.
 - Basic networking knowledge (Wi-Fi, DNS, DHCP, VPN).
 - Experience with ticketing systems (e.g., Jira, Web Helpdesk).
 - Strong problem-solving and diagnostic abilities.
 - Excellent verbal and written communication skills.
 - Ability to work independently and collaboratively in a multi-cultural and diverse environment.
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ESSENTIAL PERSONAL ATTRIBUTES

- Proven ability to develop and manage relationships with a range of people
 - Highly developed customer service mentality with exceptional customer service skills (i.e. friendly and helpful personality)
 - Have sensitivity to the different levels of expertise in dealing with staff and students
 - Ability to prioritise work schedules by being self-directed and motivated
 - Ability to work both independently and as a proactive member of a team
 - Aptitude to learn new software packages, applications and services
 - An interest in current technology trends, especially in how they relate to education and learning
 - Intelligent, lateral thinker
 - Innovative/creative personal style
 - Exceptional personal standards of honesty, integrity and professionalism
 - Strong motivation, influencing and team-building skills
 - Highly refined communication skills, both written and oral
 - Excellent presentation skills
 - Ability to support the Christian values and ethos of the School
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ACCOUNTABILITY

Child Safety

Barker College has an abiding commitment to the safety, protection and well-being of all children and young people in our care. All staff members will be held accountable for ensuring adherence to the policies of the School, in particular those relating to the safeguarding of children.

General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Disciplinary Management Procedures. This defined accountability is underpinned by the Barker College Staff Code of Professional Practice, Complaints and Performance Management procedures.

Work Health and Safety

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

SPECIAL CONDITIONS

- Prepared to undertake any additional training to complement the position.
- This is a full-time position with 4 weeks annual leave.
- Normal working hours are:
 - During term time on Monday to Friday via roster:
 - 8.00am to 4.00pm (3 days per week)
 - 7.30am to 3.30pm (1 day per week)
 - 8.30am to 4.30pm (1 day per week)
 - During non-term time:
 - 8.00am to 4.00pm, Monday to Friday
- Performance will be measured against objectives set.
- Flexible working hours

QUALIFICATIONS

- Tertiary qualifications or accreditation in Service Management methodologies such as ITIL would be an advantage, but not essential.
- Current MCP, MCTS, MCITP, OSX Support Essentials or equivalent TAFE certification would be an advantage, but not essential.
- No less than two years of experience in general computer installation, maintenance, troubleshooting and project implementations.

ORGANISATION CHART RELATIVE TO POSITION

The Manager's Manager: ICT Infrastructure & Operations Manager

The Immediate Manager: ICT Service Desk Lead

This position: ICT Service Analyst

APPROVAL

This position description accurately details the primary duties and responsibilities of the **ICT Service Analyst**

Approved by the Head of ICT on 22 July 2025.

ACCEPTANCE OF POSITION DESCRIPTION

Position description accepted by:

Name of Staff Member:

Signature of Staff Member:

Date:
