Job Description Form

Australian International School

Position Title	IT Service Desk Manager	Reference: June 2025
Function/Department	IT Department	Location: AIS
Manager Title	Head of IT Operations and Business Partnering	
Position Type	Permanent	
Position Status	Full-time	

Position Objective

As the IT Service Desk Manager, you will be responsible for overseeing the IT Service Desk Team to ensure that service levels are consistently met to a high standard, thereby providing a positive experience for all school stakeholders, including teachers, students, operational staff, and parents. Your role will involve ensuring that systems, established procedures, processes, and methodologies are in place to support outstanding service delivery. Reviewing and responding to feedback from end users in order to enhance the quality of service provided.

Furthermore, you will proactively assess activity levels and demand to appropriately allocate resources and improve the overall user experience. Collaboration with the Head of IT Operations and Business Partnering, and IT Support Management peers will be essential in refining processes, enhancing performance, and advancing knowledge-sharing practices, thereby ensuring that IT support effectively aligns with business needs.

Responsibilities

Key duties and responsibilities include, but are not limited to, those listed below:
- Develop, manage, and lead a high-performing Service Desk team that is customer-focused, delivers to service levels, and ensures proper documentation of incidents and resolutions.
- Provide training, coaching and professional development to ensure high performance of the Service Desk Team.
- Foster a culture of customer service excellence and continuous improvement.
- Manage workforce planning of the IT Service Desk Team, ensuring adequate cover is maintained.
- Effectively manage the IT queue of incidents and requests for the Service Desk, continuously review and assess the SLA's and KPI's to ensure the team are meeting the business requirements.
- Manage key stakeholders, with a focus on the customer service experience.
- Manage and monitor customer satisfaction and make improvements where necessary.
- Provide a first point of escalation for the IT Support team in respect of service/delivery issues
- Work collaboratively with other IT Support sections to ensure service levels are met and to identify opportunities to improve the 1st time fix rate by analysing tickets that are not handled by the Service Desk Team.
- Ensure delivery of IT support for all starter, mover, and leaver requests for staff and students is undertaken, including complete lifecycle management of user accounts.

- Ensure comprehensive lifecycle of all end-user assets, including procurement, maintenance, and disposal, is undertaken. Ensure that all relevant databases are accurately maintained and updated in a timely manner.
- Analyse performance of the Service Desk activities and resolutions, identify problem areas, and devise and deliver solutions to continually improve the service provided
- Analyse service desk performance metrics and generate reports for internal and client stakeholders
- Coordinate and communicate service outages
- Execute additional responsibilities as directed by the Head of IT Operations and Business Partnering, the Helpdesk Manager, or other designated personnel within the School.

As the job holder, your responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom, they come into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If, in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head ndeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.

Position Requirements

- Proven experience leading and managing a Service Desk Environment.
- Experience implementing and maturing IT service processes from a technical, process and cultural perspective.
- Proven ability to manage SLAs and ensure consistent service delivery.
- Knowledge and understanding of best practices for IT Service Management.
- Ability to work on own initiative and to prioritise team tasks to meet deliverables.
- Experience managing service providers, customer engagement and stakeholder management.
- Ability to work within a small IT Department and be flexible and adaptable to varying situations.
- A quality focus with a strong attention to detail.
- Have broad technical IT knowledge and troubleshooting skills, and be able to guide colleagues in the best way to resolve a range of technical issues.
- Exceptional analytical and problem-solving skills.
- Hands-on experience with IT Service Desk Tools (e.g., ServiceNow, Freshservice) to manage team activity, including creating reports and data analytics.
- Strong verbal and written English communication and relationship-building skills.
- Proven ability to provide support for the following:
  - Microsoft Windows and Apple OS environments
  - Microsoft Entra
  - Microsoft Office 365 and Google G Suite

Qualifications

- A Bachelor's degree in IT, Computer Science or a related field (or equivalent experience)
- At least 5 years of experience in IT Support, with a minimum of 2 years in a service desk management role
- Strong understanding of IT Service Management (ITSM) frameworks

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- End users – students, teachers, and operation staff in handling IT service incidents and service requests
- School Academic and Functional teams in the delivery of IT services for school events and activities
- Third-party solution providers and vendors in the procurement of IT devices and services
- Global IT – Regional IT or Group IT in issue escalation, major incidents, new services

Working Conditions

- Extended working hours to complete projects as required
- Extended working days to handle school events on weekends
- Country role
- Manager role leading a team of Helpdesk Specialists
- Fast-paced work environment
- Office location within a school environment at Lorong Chuan

Terms of Employment

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all employees, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed. The appointment is subject to an enhanced Disclosure and Barring Service (DBS) check for regulated activity (if the candidate has lived in the UK) and/or criminal/police or equivalent background checks for all other countries inhabited (irrespective of whether you worked in those countries).

- Working Hours   8:00 am – 5:00 pm, Monday to Friday
- Additional Hours   Occasional staff meetings and trainings. Some weekend or late-night duties are expected to support maintenance, installations, or upgrades during non-business hours.
- Annual Leave   21 working days per annum
- Medical Benefits: Group Medical Insurance
- Sick Leave/Hosp: 14 days sick leave and 60 days hospitalization leave (including sick leave)
- Probation Period: 3 months from date of commencement
- Referee request: Required
Background Check: Required