

POSITION DESCRIPTION

ICT SERVICE DESK TEAM LEADER

POSITION DETAILS

Date of Position Description	September 2026
Position Title	ICT Service Desk Team Leader
Position Grade	Grade 11
Directorate Business Unit	Finance & Information ICT
Reports to	ICT Service and Delivery Manager
Position Location	9 Wentworth Street, Parramatta NSW 2150
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The ICT Service Desk Team Leader is responsible for leading support of ICT Service Desk to the organisation. The team will operate 7 days a week and be the first line of support for all ICT related needs. With a customer first mindset and utilising the ITIL framework to deliver world class support to Council. The role will also assist in the delivery of continuous improvement to assist the Council in delivering services to the community.

KEY RESPONSIBILITIES

Role Specific

- Lead the ICT Service team to deliver a customer-focussed support of ICT services, to improve efficiency, enhance organisational outcomes and deliver an enjoyable customer experience for city users.
- Lead, develop, coach, and build relationships across ICT and Council to foster collaborative engagement across stakeholder portfolios.
- Ensure that the team is exceeding its service level agreements and key performance indicators to meet and exceed the needs of the organisation.
- Work closely with the ICT Delivery Team Leader and ICT Service and Delivery Manager to ensure that the teams are briefed and educated on upcoming projects to enable a smooth delivery to the organisation.
- Collaborate with the ICT Service and Delivery Manager, Chief Digital & Business Solutions Officer, and other members of the ICT Leadership team to assist in the delivery ICT Strategy in relation to end user computing projects.
- Lead the team and foster an environment of Cyber awareness both in the solutions embedded and in our daily interactions with the business.
- Develop and implement consistent best practices/standards and processes, including project management and process-based management methodologies.
- Always ensure compliance with the ITIL and ICT Change Management principles.
- Lead innovative thinking and evaluation of new technologies which might solve problems, mitigate risk, improve efficiency, and assist Council in meeting its objectives. This includes lifecycle management of all ICT equipment and market testing of new and emerging technologies.

- Maintain rigorous control of IT assets and manage associated people, systems, and processes. Ensure that all system changes are processed through IT Services formal change management procedure.
- Stay abreast of emerging technology trends to help with the delivery of the latest technology advances and look for ways to integrate them to assist the organisation in delivery of services to the community.

Baseline

- Lead, manage, coach, and develop a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Manage the function's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations.
- Apply knowledge, best practice, innovation, and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Actively lead and manage the health and safety of yourself, employees, visitors, contractors, and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council's Policies and Procedures, including Council's Vaccination Policy, as amended from time to time

KNOWLEDGE

Qualifications

- Tertiary qualifications in Information Technology, Business Management (or currently working towards), or a related discipline, or equivalent demonstrated experience.
- ITIL Framework accredited.
- Formal certification in an accredited project management and/or business improvement methodology.

Experience

- At least 3+ years as a Service Desk Engineer (or similar).
- 2+ years as Leading a Service Desk team (or similar)
- Extensive experience delivering customer-focussed services and solutions.

Skills

- Proven Team Management and mentoring of staff
- Proven ability to lead collaboration and problem-solving
- Demonstrated customer-focussed service delivery mindset and capability
- Demonstrated experience with relevant technology and business improvement frameworks e.g., ITIL, Agile Project Management, PRINCE2, Lean Six Sigma, Design Thinking
- Excellent interpersonal, engagement and negotiation skills
- Demonstrated ability to build and lead teams as well as participate as a valued team member
- Expert interpersonal, engagement, collaboration, and negotiation skills
- Excellent verbal and written communication skills with the ability to effectively communicate across all levels of the organisation and lead high-level business engagement
- Demonstrated ability to translate highly technical concepts to non-technical stakeholders
- Proven ability to work under pressure with strong organisational and time management skills
- Understanding of ITIL and Cyber Security Frameworks