

Role Charter

POSITION:	TEAM LEADER SERVICEDESK
Reports to:	Coordinator Digital Systems and Services
Accountable to	Manager ICT Operations
Directorate:	Customer And digital Services
Date revised:	March 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To lead the service desk team to deliver effective and efficient customer experiences, and to coordinate the day-to-day operation of the section, and collaborate as a member of the department in delivering Maitland City Council's Operational Plan.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

Leadership

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

Committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles.
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience.
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes.
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.

Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team.
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive employment relationship.
- Champion a safe and healthy workplace and fair and equitable work practices.
- Demonstrate effective communication, problem solving and interpersonal skills.

Manage operations

- Support the Manager and the team in the effective delivery of Council's services.
- Oversee and implement actions or tasks as identified in the Delivery Program and Operational Plan.
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes.
- Inform and participate in annual planning and reporting processes for the section.
- Implement procedures and other tools that support implementation of adopted strategies and policies.
- Provide timely and accurate information to the Manager.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Manager and the staff of the team.
- Participate in nominated cross organisational teams.
- Establish and maintain productive relationships.

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning.

- Monitor and report on team performance.
- Identify employee development and performance improvement within Council's workforce development framework.
- Focus on the continuous improvement.

Core Accountabilities

In addition to fulfilling the core leadership and management accountabilities described above, the team leader is also accountable for:

1. Lead the delivery of high-quality ICT service desk support, ensuring incidents, service requests and problems are prioritised, investigated and resolved within agreed service levels, whilst maintaining a strong customer service focus.
2. Monitor and manage ICT incidents and service requests, coordinating internal and external support providers where required to restore services and minimise disruption to Council operations.
3. Analyse client needs to understand business requirements, research possible solutions, and provide advice or recommendations that improved service delivery, enhance the user experience, and technology utilisation experience across Council.
4. Contribute to the development and maintenance of the ICT Service Catalogue, ensuring services are defined, communicated, and delivered within agreed service levels.
5. Support the coordination and delivery of device lifecycle management, including procurement deployment, asset registration, and maintenance and replacement of ICT equipment in accordance with the Council's procurement policies, ensuring accurate asset records, configuration information, and operational documentation are maintained to support effective service delivery.
6. Assist with the coordination and delivery of application and system licensing and usage to ensure the organisation is not in breach of licensing laws and ensure compliance.
7. Monitor service performance and customer satisfaction, using service metrics, feedback and reporting to identify trends, improve service delivery, and drive continuous improvement initiatives.
8. Facilitate partnerships with external and internal stakeholders to support improvements, service enhancement, and the successful adoption of ICT programs and initiatives across Council.
9. Support change management activities related to ICT systems and services by assisting with communication, coordination and user support to minimise disruption to Council operations.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Tertiary qualifications in Information Technology or an equivalent combination of relevant contemporary industry experience and/or education/training.

2. Contemporary industry knowledge and demonstrated experience in supporting enterprise digital systems.
3. Proven success as a people leader who can motivate and empower a team while actively developing individuals in the context of managing performance as a whole to achieve work targets and objectives effectively and efficiently.
4. Demonstrated effective oral and written communication skills, including the ability to prepare correspondence and reports.
5. Demonstrated incident management, problem solving and diagnostic capability in a complex ICT environment.
6. Strong customer service and stakeholder engagement skills, with the ability to communicate technical information clearly to non-technical users.

Desirable Criteria

1. Cert IV Leadership & Management or equivalent.
2. Industry certification from Microsoft, Cisco, CompTIA or equivalent
3. Demonstrated experience in all applications within a Local Government context.

Date:

Agreed:

Employee Name

Employee signature