

Position Description

EMS Support Team Leader

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The EMS Support Team Leader reports to the Manager, ICT Support Services and is responsible for planning, coordinating, and overseeing the delivery of efficient, high-quality and customer-centric support services, for the Education Management System (EMS) used in school and preschool settings across South Australia.

As part of the extended ICT Service Delivery leadership team, the role fosters a strong service-driven culture that supports and motivates staff in all aspects of their roles.

The EMS Support Team Leader coordinates, manages and motivates EMS Support staff to ensure the effective and timely resolution of incidents and fulfilment of service requests for the department's school and preschool customers state-wide. This includes planning, organising, and monitoring a range of second-level support functions and resources within an ITIL environment to meet the departments requirements. The role is responsible for managing workloads, ensuring Key Performance Indicators (KPI's) are achieved, identifying and implementing continuous improvements, and proactively managing performance issues, service gaps, and risks to service provision.

Position title	EMS Support Team Leader
Classification	ASO6
Division	ICT Services
Directorate	ICT Service Delivery
Location	31 Flinders Street, Adelaide, with flexible working arrangements available
Reports to	Manager, ICT Support Services
Direct reports	EMS Support Officers
Role description date	March 2026

What you will do (key outcomes)

1. Coordinate and undertake the planning, delivery and review of high-quality, customer-focused Level 2 support functions, services, and programs supporting the department's Education Management System (EMS), in compliance with department and government policy.
2. Coordinate, manage and motivate a high-performing team skilled in providing support solutions to schools and preschools, in accordance with the ICT service delivery framework and processes.
3. Coordinate and monitor the efficient planning and allocation of resources to ensure timely ICT support for the department's EMS users.
4. Develop and maintain collaborative working relationships with a range of business and ICT service stakeholders and vendor partners to facilitate seamless service delivery and manage complex and competing demands.
5. Develop, implement and monitor performance measurement, analysis, and reporting methods to identify trends, assess recurring or persistent customer and stakeholder issues, forecast requests, and target service delivery and resources accordingly.
6. Provide expert advice and consultancy to ICT services stakeholders in the seamless transition of EMS related services and manage the impact on EMS support activities
7. Act as an escalation and resolution point for issues by facilitating and monitoring incident management processes and customer requests to restore normal service operations as quickly as possible and minimise customer impact.
8. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Team Management:** Significant demonstrated experience coordinating a high-performing, multi-disciplinary team in the delivery of Level 2 support programs and services, including developing resource plans, performance managing and mentoring staff within a large and complex ICT environment.
- **Technical Expertise and Best Practice:** Demonstrated ability to learn and adapt to new technologies

and apply ICT customer support skills in a MS Windows-based environment, including use of Microsoft Office applications, internet/intranet, and other related web platforms within LAN and WAN settings. Applies best practice standards, such as the ITIL framework, underpinned by strong ICT technical abilities and sound behavioural skills. Actively seeks opportunities for ongoing learning and development, and strives to deliver high-quality, customer-focused ICT support.

- **Communication and collaboration:** Proven high-level interpersonal, written and verbal communication skills, with a significant capacity to influence and create trust with senior stakeholders and colleagues at all levels; ability to negotiate successful outcomes and present complex concepts clearly and concisely to both technical and non-technical audiences.
- **Problem solving:** Demonstrated ability to use sound judgment in selecting appropriate methods and techniques to investigate and analyse issues. Able to plan and conduct investigations and research, consider multiple solutions, and recommend the most suitable course of action within established guidelines
- **Data & Innovation:** Significant experience developing, implementing and monitoring performance measurement, analysis and reporting methods, and contributing actively to new and innovative ways of working to support a continuous improvement agenda.
- **Autonomy and task management:** Demonstrated ability to work under broad direction, both independently and within a team, exercising significant responsibility and decision-making in identifying performance outcomes, reviewing operations, and determining priorities.
- **Health and safety:** Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
• Manager, ICT Support Services • EMS Support Team Members • Other ICT Services stakeholders • School and Preschool Staff	Essential: Nil Desirable: A tertiary qualification in an ICT related discipline or equivalent experience ITIL V4 Foundations

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	You may need a current driver's license and be willing to drive You may be asked to work out of hours You may need to travel within or outside South Australia You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training

	You must be an Australian resident or provide evidence you have a current work permit
--	---

Assessed by: Tegan Palamaris, Advisor, People & Culture	<i>Tegan Palamaris</i>	Approved by: Damien Zobel, Director, ICT Services & Digital Delivery	
Date: March, 2026		Date: March, 2026	

