



**Job Title:** Technical Support Lead, Impact Assessment

**Location:** Flexible remote working (Australia-based)

**Reporting to:** General Manager

**Direct reports:** TBC

**Internal contacts:** Product Lead, Customer Support team, Marketing team, Technical team, Data & Evaluation team

## About Impact Assessment

Impact Assessment is a curriculum-aligned, standardised assessment platform designed to help schools benchmark student progress, identify learning gaps and support evidence-based teaching and learning. It offers high-quality assessments, detailed cohort-benchmarked analysis, and actionable insights linked to curriculum resources, enabling teachers to adjust instruction effectively, all at an affordable cost. The platform supports both ready-made assessments and custom school-designed assessments, with flexible online or offline options and automated data handling. It is based on the UK's [SmartGrade](#) platform, which has been used by thousands of schools and school systems across England.

Impact Assessment launched in late 2025 to significant interest from the education community in Australia. Since launch, Impact Assessment already has over 60 schools actively using its platform, including 2 school systems with a strong pipeline of over 400 contacts.

Impact Assessment has been established by Ochre Education, an innovative national Australian not-for-profit organisation committed to improving educational outcomes by supporting teachers with high-quality, evidence-informed resources and professional learning. Over the last 4 years Ochre Education have worked with over five hundred Australian expert practicing teachers to create 7,000 lessons and 28,000+ resources in 4 subjects and made them freely available on our national platform. Our resources are accessed by 90% of Australian schools. Our work spans curriculum development, teacher training, and education system-wide capacity building across Australia. See [www.ochre.org.au](http://www.ochre.org.au).

As part of Ochre Education's growth, Impact Assessment is one of two ventures that support Ochre's core mission by supporting teachers and educators to enhance their practice and increase the impact of teaching and learning for their students. Ochre's other venture, TeachWell, is an Australian social enterprise providing rich professional learning experiences enabling the implementation of high-impact practices in every classroom.

Both Teach Well and Impact Assessment are wholly owned by Ochre Education. Revenue from Teach Well and Impact Assessment will support Ochre Education in its mission to provide free, high-quality curriculum resources to all Australian teachers, alongside support for educators to implement the Ochre curriculum across diverse classrooms and school communities.

## About the role:

The Technical Support Lead is a key role in our growing social enterprise, providing support both internally and to IA's customers. They will support the high-quality execution of Impact Assessment, developing in-depth knowledge of the platform and product offer, ensuring the product is working effectively, identifying and prioritising product enhancements and maintaining relationships with technical partners. This role will also build strong relationships with schools, supporting their understanding of product features and onboarding them. The role will focus on ensuring we are delivering effectively for customers in an efficient manner.

## Key responsibilities

The major duties and responsibilities of the position include:

### Product support

- Working with the Product Lead to identify and address technical issues as they arise
- Liaising with SmartGrade and product development team as needed to resolve technical fixes
- Liaising with other technical partners as required
- Providing technical support for IA product set-up and developments, including managing back-end configuration, deploying changes to IA managed features including Teacher Guidance, Curriculum Pages and Website
- Support and contribute to product development roadmap

### Customer support

- Support with the technical onboarding and configuration of schools and systems as they are onboarded
- Provide initial troubleshooting support to customers, from initial diagnosis of issues through to technical back-end problem solving as required
- Upskilling other Customer Service team members to be able to manage first line support and triaging.

### Operational excellence

- Supporting team to make effective use of systems, including HubSpot and Slack to manage data and workflows
- Work collaboratively with the team to drive innovation and continuous improvement across operational functions



Given Impact Assessment's start-up nature, the role will be dynamic and is expected to evolve. Consequently, the successful candidate must be adaptable and willing to take on broader, general responsibilities as required within this fast-paced environment.

## Selection Criteria

### Required Skills and Experience

- **Sector Expertise (3-5 years):** Proven experience in client services, nonprofit, or education sectors.
- **Strategic Prioritization:** Strong capacity to manage and prioritize competing demands while maintaining strategic focus and driving results
- **Communication:** Excellent written and verbal communication, coupled with strong interpersonal and relationship management skills. Confident at presenting to others and able to adapt at short notice if challenges arise.
- **Analytical Thinking:** Strong analytical and lateral thinking skills for identifying the best solution while being cognizant of constraints.
- **Product Management:** Experience working with technical products or service offerings.
- **Third-Party Developer Management:** Ability to scope, prioritize requirements, and manage projects with third-party developers, ensuring they are managed on time and within budget

### Desirable

- Familiarity with assessment practices and methodologies.
- Involvement with a senior or broader leadership group.
- Background within educational institutions or school systems.

You'll also be comfortable and confident working with:

- Backups and DR technology
- Office 365 applications, SharePoint, Exchange Online
- Azure AD and hosting services
- Network config and troubleshooting including VPN, DNS, wireless LAN
- Switches, routers, firewalls
- Windows Desktops in AD & Azure environments
- Windows Server, Group Policy, Remote Desktop Services, Microsoft Exchange
- VMware / Hyper-V virtualisation

### Why we hope you'll love working for us:

- **We are a small team with big ambition:** Your work directly impacts our success and will help schools and students to thrive. Your role and results matter. They



will be acknowledged and appreciated.

- **Diverse tasks:** Every day you are learning and problem-solving, providing ongoing growth and personal development.
- **Purposeful mission:** Working with a team who are helping schools on a daily basis to better understand their data and improve student outcomes..
- **Flexible workplace:** we are fully remote and we trust you to get the work done

#### Why we fear you might not:

- **We are a small team with big ambition:** You'll ride the ups and downs of a start-up's growth. You'll need to hit the ground running.
- **Changing priorities:** Some days get unexpectedly busy and you'll need to be able to manage issues and re-prioritise work on the fly.
- **Diverse tasks:** Every day you are learning and problem-solving. This is not a job where you will be able to run on autopilot.
- **We are 100% remote:** we mostly communicate via slack and regular meetings. If you're Sydney or Melbourne based, we do meet up in person, but you need to be comfortable working on your own.

#### Personal Attributes

- **Commitment to Educational Equity:** Deep commitment to advancing fairness and opportunity in education.
- **Adaptability & Growth Mindset:** Demonstrates a growth mindset, rapidly adopting new technologies/systems, navigating ambiguity, and adapting to dynamic environments and evolving priorities.
- **Professional Development:** Exceptional commitment to professional development, valuing feedback, personal growth, and continuous learning.
- **Proactive & Entrepreneurial:** Proactive, adaptable, and possessing an entrepreneurial spirit suitable for a fast-paced environment.

#### Employment type

- Part-time preferred (min. 3-days), full-time considered
- One year contract in the first instance, with likelihood of extension.
- Location: fully flexible, remote working.
- A review will take place after six months to consider whether any discretionary profit share incentive arrangement should be put in place for this role.
- Leave arrangements as per the National Employment Standards (NES). Flexibility to take additional unpaid leave as required.

We recognise the importance of balance and flexibility and understand that a one-size-fits-all approach does not work for most. We'd be delighted to welcome applicants from a variety of situations, including parents returning to the workforce.



We welcome individuals of diverse genders, ages, ethnicities, cultural backgrounds, abilities, religions, and sexual orientations in our workplace. We actively encourage talented individuals from all walks of life to apply for our job openings. Our commitment lies in fostering a workplace that is barrier-free and inclusive, aiming to attract the most skilled candidates. Ochre Education is a Child Safe Organisation. This includes mandatory screening processes for all successful candidates, including: Valid Working with Children Check (or equivalent); Satisfactory criminal record check.