



## Role Description

<b>Title:</b>	<b>Information and Communication Technology (ICT) Support Officer</b>	<b>Location:</b>	Goondiwindi
<b>Reports to:</b>	Principal	<b>Classification:</b>	School Officer Level 5
<b>School:</b>	St Mary's School	<b>Tenure:</b>	Continuing, Full Time

### 1.0 Purpose

Provide front line ICT support for users by providing technical support and troubleshooting for all aspects of computer hardware, network, and software.

### 2.0 Experience and qualifications

#### Essential

- relevant tertiary qualifications at Associate Diploma/Diploma Level in Information Technology or a related field or a minimum of 5 years' experience in a similar role
- current '**working with children check**' positive notice Blue card issued by the Department of Justice and Attorney-General
- effective relationship building and influencing skills
- demonstrated experience working with the Microsoft suite of products
- advanced interpersonal and communication skills
- empathy with the values and ethos of the Catholic faith

#### Desirable

- experience in a comparable role in either a secondary college/school or tertiary institute

### 3.0 Key result areas

- 3.1 contributes to and promotes the development, alignment, attainment, and review of the strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)
- 3.2 Contribute to the establishment and maintenance of ICT operations to support the administration and service delivery needs of the school
- 3.3 collaborates and communicates with other members of the school and the members of the other directorates within TCS to ensure that high professional standards are met
- 3.4 completes other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

## 4.0 Statement of responsibility

- 4.1 The incumbent performs the role cognisant of and in harmony with the vision and mission of TCS.
- 4.2 The incumbent will work cooperatively with other key stakeholders both within TCS and external agencies to ensure that services are delivered in a planned, coordinated, and strategic manner.
- 4.3 The role holder will engage in performance reviews in accordance with TCS policy and procedure.
- 4.4 While at work the role holder must
  - take reasonable care for his or her own health and safety
  - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
  - comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
  - cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

## 5.0 Authority limits

Full authority is delegated from the Principal to produce the desired outcomes. Authority to commit funds is restricted to approved budget items and can only be authorised by the Principal.

## 6.0 Reporting and other relationships

The ICT Officer reports directly to the Principal within the school. Other significant relationships exist with members of the Toowoomba Catholic Schools Office, the Executive Director, and the members of the Executive Leadership Team (ELT).

## 7.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

## Duties statement

### ICT School Officer

**Please note:** this statement links to the key result areas in the Role Description

#### **3.1 contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)**

- 3.1.1 contribute as a member of the school to achieve the strategies set out in the School Strategy and the TCS Strategic Plan
- 3.1.2 attend professional development as appropriate
- 3.1.3 document and report on the progress of initiatives in the School Strategy and the TCS Strategic Plan as required

#### **3.2 contribute to the establishment and maintenance of ICT operations to support the administration and service delivery needs of the school**

- 3.2.1 maintain school IT infrastructure and client devices, associated hardware, and software to ensure the continuity of the provision of information technology services.
- 3.2.2 maintain backups and Disaster Recovery Program
- 3.2.3 provide support and training to staff with respect to information technology and networking. Assist with the management of the College's communication system including Website, Apps, phones/mobiles
- 3.2.4 maintain, upgrade and modify system packages, network and security to ensure data integrity
- 3.2.5 manage the ICT Helpdesk including the management of helpdesk tasks scheduling and escalation of issues
- 3.2.6 provide advice to the school management team with regards to upgrades and maintenance of information technology and networking services
- 3.2.7 install the software as required by staff and students and provide basic training or instruction in the use of software
- 3.2.8 provide maintenance and service to a computer owned by the school
- 3.2.9 maintain an asset register of IT equipment and software owned by the school
- 3.2.10 plan and provide supervision and training for other IT staff employed by the school
- 3.2.11 complete other duties as directed if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

#### **3.3 collaborate and communicate with other members of the school and the members of the other directorates within TCS to ensure that high professional standards are met**

- 3.3.1 maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- 3.3.2 understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS
- 3.3.3 establish and maintain effective communication networks with stakeholders
- 3.3.4 work collaboratively with stakeholders

#### **3.4 complete other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations**

- 3.4.1 duties may include the completion of project work that presents itself during the course of the operational and strategic review of the actions associated with the School Strategy, TCS Strategic Plan or other directorate strategies