



Role Description

Title:	Information and Communication Technology (ICT) Support Officer	Location:	Dalby
Reports to:	Principal	Classification:	School Officer Level 5
School:	Our Lady of the Southern Cross College	Tenure:	Permanent, Full time

1.0 Purpose

The ICT Support Officer provides front line IT support for users, including technical support and troubleshooting for all aspects of computer hardware, network and software.

2.0 Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- tertiary qualifications at Associate Diploma/Diploma level in Information Technology or a related field or a minimum of 3 years' experience in a similar role
- effective relationship and influencing skills
- demonstrated experience working with the Microsoft suite of products
- advanced interpersonal and communication skills
- ability to work in a team environment with minimal supervision
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement

Desirable

- experience working in an educational setting

3.0 Key result areas

- 3.1 contribute to the establishment and maintenance of IT operations to support the administration and service delivery needs of the school
- 3.2 provide IT support to staff
- 3.3 collaborate and communicate with others to ensure high professional standards are met
- 3.4 contribute to and promote the development, alignment, attainment and review of the school strategy and the strategic goals of the Diocese of Toowoomba Catholic Schools (TCS)
- 3.5 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

4.0 Statement of responsibility

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 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 Support Officer (Level 5)

3.1 Contribute to the establishment and maintenance of IT infrastructure and operations to support the administration and service delivery needs of the school

- maintain school Information Technology (IT) infrastructure and client devices and associated hardware and software to ensure continuity of the provision of IT services
- maintain backups and the Disaster Prevention and Recovery Program
- support the school's communication system and provide basic website and app support
- maintain, upgrade and modify system packages, network and security to ensure data integrity
- provide advice to the school leadership team with regards to upgrades and maintenance
- maintain an asset register of IT equipment and software owned by the school
- provide maintenance and service to school owned computers and hardware

3.2 Provide IT support to staff

- provide support and training to staff with respect to information technology and networking services
- manage Helpdesk tasks scheduling and escalation of issues
- install software as required and provide basic training or instruction in the use of software

3.3 Collaborate and communicate with others to ensure high professional standards are met

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

3.4 Contribute to and promote the development, alignment, attainment and review of the School Strategy and the strategic goals of the Diocese of Toowoomba Catholic Schools (TCS)

- contribute as a member of the school to achieving the strategies set out in both the School Strategy, Information Services (IS) Strategy and the TCS Strategic Plan
- document and report on the progress of initiatives in the IS Strategy and the TCS Strategic Plan as required
- attend professional development as appropriate

3.5 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

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