



## Role Description

<b>Title:</b>	<b>Information Services Support Technician</b>	<b>Locations:</b>	Charleville, Cunnamulla, Mitchell and Quilpie
<b>Reports to:</b>	IS Operations Manager	<b>Classification:</b>	Professional Officer Level 3
<b>Directorate:</b>	Information Services	<b>Tenure:</b>	Permanent, Full-time

### 1.0 Purpose

The role of the Information Services Support Technician is to provide maintenance and support of school information technology (IT) systems, and technical support and consultancy to school personnel of Diocese of Toowoomba Catholic Schools (TCS).

### 2.0 Experience and qualifications

#### Essential

- empathy with the values and ethos of the Catholic faith
- degree level tertiary qualification in Information Technology (IT) or a minimum of 3 years' experience in a similar role
- effective relationship building and influencing skills
- demonstrated experience in supporting Microsoft Office 365 and other cloud-based applications
- advanced interpersonal and communication skills
- 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 provide maintenance and support of school IT systems
- 3.2 collaborate and communicate with other members of the Information Services Directorate (IS), the members of the other directorates within TCS
- 3.3 maintain relationships with external service providers, and monitor and review service level agreements to ensure that high professional standards are met
- 3.4 contribute to and promote the development, alignment, attainment and review of the strategic goals for 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

### Information Services Support Technician

#### **3.1 Provide maintenance and support of school Information Technology (IT) systems**

- manage requests for IT assistance in a timely manner in accordance with Information Services Directorate (IS) guidelines
- provide school staff with professional development in basic software applications, as required
- provide informal training to school staff in basic system administration, Standard Operating Environment (SOE) applications, and problem solving
- supply system analysis and design in relation to the development and maintenance of the computer system, and recommend changes and improvements to the system where appropriate, in consultation with IS
- provide advice and recommendations to the school leadership team on operations and future directions of IS
- develop and implement a program to support and maintain infrastructure, including the server and associated hardware
- develop a Disaster Prevention and Recovery Plan, test it and implement changes as required to ensure critical services are running

#### **3.2 Collaborate and communicate with other members of the school, Information Services Directorate (IS), the members of the other directorates within TCS**

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- provide support to other TCS technicians on major projects at various sites (eg during school holiday periods)
- provide information on IS policy and planning; investigate, interpret and evaluate the information for the guidance of staff or management in the ICT area
- 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 Maintain relationships with external service providers, and monitor and review service level agreements to ensure that high professional standards are met**

- establish and maintain effective communication networks, and work collaboratively with stakeholders
- obtain quotations on hardware and software from suppliers
- organise repairs, as required (including warranty repairs)

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

- contribute as a member of the Information Services Directorate (IS) to achieve the strategies set out in the 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 required

**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 Information Services Strategy, TCS Strategic Plan or other directorate strategies