



Role Description

Title: School Officer: ICT Support

Reports to: Principal or Delegate

Classification: School Officer Level 3

1. Purpose

The School Officer: Information and Communication Technology provides information and communication technology support and services to staff, students, and systems.

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- tertiary Information Technology qualifications at certificate level or equivalent qualifications relevant to the position or such knowledge, qualifications and experience that are deemed by the employer as necessary to successfully carry out the duties of the position
- demonstrated experience working with the Microsoft suite of products
- effective relationship building, interpersonal and communication skills
- ability to work as an effective team member
- excellent customer service 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

- demonstrated experience in the operation of ICT Service Management software to record, manage, prioritise, escalate (when required), track, and resolve incidents and requests
- experience working in an educational setting

3. Key result areas

- 3.1 Provide technical support to staff and students within the college in a timely and professional manner.
- 3.2 Assist the ICT Manager to maintain and improve college ICT systems to support new and changing technologies and business practices.
- 3.3 Maintain records and documentation to meet college requirements.
- 3.4 Collaborate and communicate with others to ensure that high professional standards are met.
- 3.5 Contribute to and promote the development, alignment, attainment and review of the College Strategy and the strategic goals of the Diocese of Toowoomba Catholic Schools (TCS).
- 3.6 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. Statement of responsibility

While at work the role holder must

- take reasonable care for their own health and safety
- take reasonable care that their 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. 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

School Officer: ICT Support (Level 3)

3.1 Provide technical support to staff and students within the college in a timely and professional manner.

- Create a positive customer experience by ensuring timely resolution or escalation of support requests, communicating promptly on progress, and dealing with customers in a helpful, courteous and professional manner.
- Attend to phone calls and respond to support requests via the helpdesk.
- Ensure support tickets are updated with appropriate notes and closed in a timely manner.
- Provide audio and visual support for school events.
- Assist the ICT Manager to diagnose and resolve issues by utilising investigative techniques, querying knowledge articles and researching technical resources.
- Maintain the ICT storeroom.
- Follow processes to log warranty repairs with vendors.

3.2 Assist the ICT Manager to maintain and improve college ICT systems to support new and changing technologies and business practices.

- Under broad and/or routine supervision, perform basic tasks on systems including, but not limited to
 - Windows servers (e.g. file, print, backup, virtual hosts)
 - network switches
 - wireless infrastructure
 - phone and voicemail system
 - printers
 - databases
 - online services (e.g. Office 365).
- Administer user, computer, and group accounts in various systems (e.g. Active Directory, Office 365, SOBS).
- Under the leadership and direction of the ICT Manager, work with the ICT Support team to develop and install technologies and solutions to meet the college's operational requirements.

3.3 Maintain records and documentation to meet college requirements.

- Contribute to and maintain documentation, knowledge articles, and procedures to support the operation of college ICT systems.
- Contribute to the maintenance of a database of current hardware, software and peripherals.

3.4 Collaborate and communicate with others to ensure that 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.

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

- Contribute as a member of the ICT Support team to achieve the strategies set out in both the College Strategy and the TCS Strategic Plan.
- Attend professional development as appropriate.
- Document and report on the progress of initiatives in the College Strategy and the TCS Strategic Plan, as required.

3.6 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.

- The employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training, consistent with the classification structure within the current agreement.
- Any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment.