

Role Description



**Diocese of Toowoomba
Catholic Schools**

Position details

Title	School Officer: ICT Support
Classification	School Officer Level 5
Agreement	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
Reports to	Principal

About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

About the role

The School Officer: ICT Support works in collaboration with TCSO and school leadership staff to provide front line ICT support for users, including technical support and troubleshooting for all aspects of computer hardware, network and software. This role is accountable for providing technical expertise across a range of areas to inform strategic decision making by the principal and TCSO.

Role responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below:

1. Under limited direction, provide timely technical support to staff, students and systems within the school including scheduling, prioritisation, escalation of issues and maintaining detailed support ticket records.
2. In accordance with established procedures, administer user, computer and group accounts in various systems including Active Directory, Office 365 and SOBS.
3. Following limited direction from TCSO ICT, provide advice to the school leadership team regarding infrastructure, device upgrades and maintenance in line with the school's budget and strategy.
4. Maintain school Information Technology (IT) infrastructure and client devices, associated hardware and software to ensure continuity of IT services.
5. With reference to system standards, maintain, upgrade and modify hardware, network, security, backups and ensure the effectiveness the Disaster Prevention and Recovery Program. .
6. Maintain up to date, best practice knowledge of technologies to support excellence in teaching and learning, ongoing improvement and innovation including contributing to best practice ICT plans and procedures that are well documented and remain current.
7. Maintain appropriate documentation and liaise with external suppliers in the purchasing of school hardware following the TCS procurement policy.
8. Maintain the audio and visual devices including projectors and interactive flat panels, escalating any faults that cannot be resolved to external suppliers.



9. Configure school hardware and networking devices including but not limited to Windows devices, Apple iPads, switches and wireless access points.

About you

To achieve in this role, you will be required to demonstrate the following:

Eligibility criteria

Essential

- Current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000.
- Diploma qualification in Information Technology or a related field

Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven technical expertise and a demonstrated ability to diagnose and troubleshoot moderately complex computer hardware, network and software issues.
- Evidenced thorough knowledge of IT infrastructure and help desk experience that can be applied to diagnose and resolve moderately complex requests and maintenance issues.
- Demonstrated experience in the operation of ICT Service Management software to record, manage, prioritise and resolve incidents.
- Proven relationship building and communication skills that can be applied to understand client needs and provide responsive customer service.

Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.