



Position Information Document

Position Title	ICT Support Officer
Tenure	Permanent Grade 3 Commencing 5 August 2024 or earlier if possible.
POR	Full Time, 37.5 hours per week, 8am-4pm 48 weeks per year 15 minutes paid morning tea break 30 minutes unpaid lunch break if working more than 5 hours in a day
Responsible to	Principal Line Manager - Director of Business & Finance Functional Manager – ICT Manager

College Mission

To educate girls to be compassionate, knowledgeable and confident to take their place in the world. To empower girls to make a difference and to be of service to others.

Vision Statement

To be distinguished by excellence in education, faith and leadership formation.

Support Staff

Support Staff fulfil a vital role in supporting the education program of the College. They are required to support the aims and philosophy of the school by making a positive contribution to the development of a Christian community. Support Staff are required to comply with the Work Health & Safety policies and practices of the College. Support Staff may be required to attend professional development sessions conducted at the College or elsewhere, within or outside of the employee's normal working hours. Support Staff are encouraged to participate fully in the life of the College community and to support school activities and functions. They may be required to assist with the supervision of students or other allocated tasks at major school events such as sport carnivals, Masses and other activities. Support Staff shall attend staff meetings and other meetings as required.

Role Description

The ICT Support Officer is accountable for the provision of low to medium level of software, hardware and logistical support. The ICT Support Officer is the frontline resolution for the ICT Help requests and provides quality technical support for the ICT infrastructure, network, computer systems, operating environments, software and applications. The ICT Support Officer is responsible for the provision of maintenance, support and written documentation for all desktop applications and services.

Duty Statement

Staff & Student support

- Provide the first point of contact for help desk support
- Work collaboratively with teaching staff to ensure a consistent, effective and learning focused help desk
- Provide technology support to all staff and students regarding the use of devices, software, applications and connectivity



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- Oversee, set up, operate and maintain AV equipment for meetings, assemblies and other College events as required
- Develop and maintain support content (videos, articles and help guides) for staff and students
- Provide technical support for the website
- Assist in training & development
- Provide ICT assistance and support to ICT Manager

Software & Network

- Ensure account provisioning systems and user identity tools are maintained and working correctly
- Troubleshoot network and computer problems
- Ensure that all appropriate actions are taken to maintain the security and validity of the computer network, both physically and electronically from undesired intrusion or compromise, from both external and internal sources
- Deploy and update software on a regular basis
- Install and upgrade application software in accordance with the College plans and service patches
- Undertake and maintain effective backup strategy and procedures
- Create Standard Operating Environments, testing and deploying images as necessary
- Provide software support for all software used in the College
- Work collaboratively with any other external IT providers/consultants contracted by the College.

Computing equipment, checks, repairs & maintenance

- Maintain monitoring services for network infrastructure, virtual machines, printers and environmental sensors and respond to alerts
- Contribute to ongoing help desk data collection and reporting to ensure problems are addressed in a timely manner
- Maintain computing equipment including printers, desktops, laptops and other devices
- Assist in the acquisition of hardware by obtaining quotes from vendors/suppliers
- Liaise in a timely manner with vendors/suppliers regarding warranty claims and repairs, including delivery and pickup of hardware and accessories, as required
- Coordinate the return of hardware upon end of lease in conjunction with the Director of Business & Finance and ICT Manager
- For Printers/Photocopiers, order and replace toners/cartridges, perform quick troubleshooting
- Assist with the installation, configuration and use of new equipment including laser cutters, 3D printers and other classroom and learning technologies.
- On a daily basis, monitor and ensure all Printers/Photocopiers are fully stocked with paper.

Administrative tasks

- Maintain accurate and up to date technical documentation of network systems, virtual servers and infrastructure
- Maintain accurate and up to date records of hardware – serial numbers, location, purchase dates and costs
- Maintain accurate and up to date records of software – license information- terms and conditions and due dates, serial numbers and manuals
- Maintain the IT Office, Storage and Server Room in an organised and safe manner ensuring that it is free of hazard, that equipment is easily accessible, that decommissioned equipment is disposed and that cabling is in accordance with cabling management plan



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- Attend product training and information seminars as required
- Display a willingness to maintain and further develop IT knowledge and technologies through ongoing professional development
- Monitoring own day to day performance of the help desk, utilising service metrics, identifying trends and potential opportunities for improvement.

Other

- Undertake Tag & Test safety procedures for all school equipment and monitoring
- Perform any other duties as required by the Principal, Director of Business and Finance and ICT Manager
- Take part in all Emergency Evacuation and Lock in Procedures and as requested perform duties as specified by the WHS Coordinator.





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Changes to Role Description and Duty Statement

No position description can capture the complexity of tasks within a school. Therefore, this position description should not be seen as limiting and some flexibility is required when applying this position description. There will be other tasks, not described above, that may be assigned to this position from time to time by the College Leadership Team.

All positions evolve and change over time, and the College commits to regularly review and update position descriptions to accurately reflect the contribution of employees.

Professional Requirements

- A sound knowledge in support of desktop clients including Windows 10 and Mac
- A working knowledge of supporting Windows Server
- A strong support of Desktop Applications
- A good understanding of network based computing
- Experience in working with ICT in an educational environment
- Demonstrate an empathy and understanding of the Josephite tradition of the College
- Have patience, sensitivity and flexibility when dealing with various work situations and people
- Able to respond to staff and student needs
- Able to prioritise workload and meet tight deadlines with competing priorities
- Able to work collaboratively and independently with minimum supervision
- Possess high level IT skills with strong understanding and knowledge of Microsoft Office suite of applications
- Possess excellent written, interpersonal and communication skills
- Possess excellent organisation skills and initiative

Personal Requirements

- Demonstrate a passion and commitment to the mission and vision of Mary MacKillop College
- Be well presented with a professional, positive, warm and welcoming disposition
- Display empathy, enthusiasm, commitment and high level of motivation to contribute
- Demonstrate a respect for and acceptance of differences in students, parents and staff
- Able to maintain high level of confidentiality, credibility and honesty
- Flexible and able to adapt and operate effectively in a challenging and changing environment.

Values

As an employee of this school you will be expected to support our aims and philosophy by your conduct and interactions with the school community and by being an example of the Christian virtues. You must also ensure that at all times you avoid injury to the religious susceptibilities of the Catholic school community.

Child Protection

Mary MacKillop College assures the right of every member to a safe environment. Mary MacKillop College is committed to Child Protection and protective practices. It is the responsibility of the College employee to promote safe practices and Child Protection practices.

Responding to Risk of Harm, Abuse & Neglect Education and Care training is a compulsory certificate for all staff working in a school environment and all staff need to attend 3 yearly updates.



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Work Health & Safety

As a *Worker*, while at work you must –

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

Reference: Division 4, Section 27 & 28 WHS Act 2012

In practical terms this means to:

- use appropriate equipment and safe work procedures designed to ensure health and safety.
- participate in training programs as requested.
- report unsafe/unhealthy conditions (hazards) in their work environment.
- report incidents or near misses which have or could have caused injury, and
- become familiar with and follow the policies, procedures and information about WHS available to staff.

Behavioural Expectations and Fair Treatment in the Workplace

- Comply with the Code of Conduct for Staff Employed in Catholic Education SA.
- Comply with legislation, policies, procedures and protocols regarding the non-acceptance of any unfair workplace treatment – Discrimination, Harassment and/or Bullying.
- Report any concerns and/or ask questions or seek assistance regarding anything you are unsure about.

Acquire and Maintain:

- SAVA Clearance to work in Catholic Education SA
- Working with Children Check (WWCC)
- Approved Responding to Risk of Harm, Abuse & Neglect Education and Care training
- First Aid training
- Comply with the Catholic Education South Australia COVID-19 Vaccination Policy and Procedures (as amended or replaced)

Performance Review

The employee must undertake performance review on an annual basis. At a mutually agreed time, consultation will occur between the employer and the employee to ensure that the duty statement is accurate.

Employee Signature: _____ Date: _____

Principal Signature: _____ Date: _____

