



Title	Junior ICT Support Officer	Career Group	ICT
Classification Level	Level 1	Immediate Responsible Officer	ICT Operations Manager
Sub-school / Location	Salisbury East	Executive Leader	Director of Technology

## PURPOSE OF THE POSITION

The Junior ICT Support Officer is accountable to the ICT Operations Manager and contributes to the best practice use, management, planning and development of ICT in teaching and administration to foster innovation and excellence in learning.

## ADDITIONAL REPORTING RELATIONSHIPS

The Junior ICT Support Officer may, from time to time, be required to provide ICT support to and travel to other School in the Tyndale Group of Christian Schools, and may be given instructions from, and asked to report to, other members of the team and leadership of each of the Schools.

## A CHRISTIAN EXAMPLE

Each employee is required, in connection with their work, to behave in a manner consistent with the principles and beliefs and in accordance with the Christian ethos of the School, as contained and interpreted in the Vision, Mission, Core Purpose, Statement of Faith and Core Values. They provide a specifically Christian role model and example:

- to all students and families associated with the School, as well as others outside the School community;
- of a faith-filled and Christ-centred life;
- performing their role diligently and with a servant heart; and
- showing that the body of Christ has many parts, and each part has a role to play that other parts are dependent upon, just as each employee is dependent upon others.

In their interactions with students, parents, other staff, contractors and visitors, employees will be sensitive to the needs and circumstances of others, showing grace and forgiveness, and always being prepared to speak or act as an example of a follower of Christ.

## SUMMARY OF WORK REQUIREMENTS

1. Contribute to the maintenance of ICT infrastructure to support learning and administration:
  - a. Support record keeping of assets and software licenses, including annual audit of facilities;
  - b. Support allocation and return of devices for students and staff;
  - c. Support device repairs, warranties and outstanding payments with the ICT team and relevant stakeholders;
  - d. Perform maintenance procedures of ICT equipment, and following acceptance testing procedures for new ICT equipment;
  - e. Assist with upgrades, additions, deletions and maintenance to the School's ICT systems;
  - f. Follow approved maintenance procedures and maintain accurate maintenance records;
  - g. Carry out basic safety tests;



- h. Maintain office cleanliness and keep clutter and discarded packaging to a minimum in and around the ICT offices;
    - i. Maintain ICT storage sites and shelving tidy and organized (labeled as necessary) so that equipment can be located and distributed easily; and
    - j. Contribute to the process of innovation and change and structured approaches to the rollout of new hardware, software and other changes, according to School policy.
2. Provide support to ICT users to an agreed standard:
  - a. Support staff and students in general use of ICT systems;
  - b. Provide level 1 support to users, either by telephone, in person, remote support session or email, and ensuring that the user's request is understood, properly documented and prioritised, and where it needs to be escalated, referred to an appropriate member of the ICT team;
  - c. Install and uninstall software;
  - d. Assist in investigations and accurately record actions taken, diagnostic information, outcomes and time taken in the service desk system;
  - e. Respond to assigned job requests in a timely fashion and communicating with, or escalating to, other team members or external service providers, striving to meet the requirements defined under service level agreements;
  - f. Ensure that all requests are completed and the action taken is communicated to the customer;
  - g. Help to set and manage user expectations in relation to support service standards;
  - h. Take part in the development of relevant ICT procedures and processes;
  - i. Contribute to the ICT professional development of users through both formal and informal training programs; and
  - j. Continually seek opportunities to increase internal client satisfaction and deepen customer relationships.
3. Support the security of the School's infrastructure and information. As directed:
  - a. Assist with securing access to the School's IT infrastructure and information;
  - b. Assist with maintaining network security systems and processes (including but not limited to firewalls, anti-virus and filtering systems etc.) in line with School policies;
  - c. Assist with the monitoring, configuration, maintenance and upgrade of ICT infrastructure, including cabling, servers, desktops, notebooks, iPads, audio video systems and switches;
  - d. Assist with regular backup process according to School policy;
  - e. Assist with upgrades and security backups of hardware and software systems; and
  - f. Assist with disaster recovery readiness and contingency plans.
4. Be a support to the effective operation of the ICT team:
  - a. Contribute to the weekly, monthly and annual ICT maintenance programs;
  - b. Comply with School policies and procedures;
  - c. Stock take consumables;
  - d. Attend periodic meetings to monitor workload, plan activities and solve issues relating to the ICT function of the School;
  - e. Provide support to the ICT Operations Manager, members of School Leadership, the Business Managers or the Principals when required;



- f. Promote a team culture amongst the ICT team by assisting and be willing to be assisted by other workers in the team during periods of leave, absence or high workload so that overall objectives across the team can be met;
  - g. Maintain team communication; and
  - h. Undertake any other tasks or responsibilities consistent with the role or the grade classification, as directed by the ICT Operations Manager, Director of Technology or the Principal.
5. Contribute to a safe and healthy workplace:
- a. Follow WHS instructions and policies;
  - b. Report accidents and hazards;
  - c. Assist staff and students with safe use of ICT equipment and workstations;
  - d. Care for their own safety and that of others, including volunteers, students and parents, that may possibly be affected by actions or inaction; and
  - e. Actively participating in rehabilitation and return-to-work programs.
6. Attend professional development and training required by the School, and actively seek opportunities to increase knowledge, experience and skills held.
7. Attend staff meetings as requested and, where appropriate opportunities present, becoming involved in the life of the School and School events.
8. This role is primarily based at Tyndale Salisbury East Campus but occasional travel to other sites in the Tyndale Group of Christian Schools may be required.

### **ESSENTIAL CRITERIA**

Attributes that must be held in order to perform the job to a satisfactory standard.

### **Qualifications, education and professional memberships**

1. Driver's license

### **Abilities, aptitudes and skills**

1. Good written and verbal communication skills
2. Good ICT acumen
3. Good problem-solving ability
4. Strong commitment to undertake self-directed learning, to ensure remains current with knowledge required for the role
5. Ability to work unsupervised, making decisions within assigned areas of responsibility, and be self-directed in goal and task setting and achievement towards these goals and tasks
6. Time and work management skills that ensure workload is managed and deadlines met according to agreed priorities
7. Desire to understand the needs of customers, particularly having an interest in learning and administration environments
8. Strong customer focus and desire to provide a responsive service

9. Ability to assist staff with adoption of new technologies and explain technical concepts in an 'approachable' manner
10. Ability to develop well-structured practices and a willingness to support these and promote the support of these amongst others

**DESIRABLE CRITERIA**

Attributes which are not essential to job performance, but which enhance or extend performance.

**Qualifications, education and professional memberships**

1. Any relevant tertiary or technical qualification

**Abilities, aptitudes and skills**

1. Any Level 2 Technical skills

**Experience**

1. Troubleshooting a broad range of desktop software applications including MS Office
2. Experience with a broad range of ICT and related hardware
3. Direct customer focused support role
4. Operating and working within help desk practices

**Knowledge**

1. Competent knowledge of Microsoft Office applications
2. Competent knowledge of Microsoft Desktop Operating Systems
3. Competent understanding and managing AV systems

**AGREEMENT**

The requirements of this job description are intended to describe the general nature and responsibility of work in this job. These statements are not to be construed as an exhaustive list of all duties, tasks and skills required of the job. This job description should be read in conjunction with the employee's current Employment Agreement and the Enterprise Agreement. Employees will also be required to follow any other job-related instructions and school policies, and to perform other job-related duties requested by their Immediate Responsible Officer and their Executive Leader to support the School's compliance with its legislative obligations. The Immediate Responsible Officer may, through consultation with the employee, vary the responsibilities of the position temporarily as required, but within the skills and responsibility levels appropriate to the position.

By signing this job description, I agree that it accurately reflects my role.

EMPLOYEE:	<i>Date</i>
NAME:	
IMMEDIATE RESPONSIBLE OFFICER:	<i>Date</i>
NAME:	
EXECUTIVE LEADER:	<i>Date</i>
NAME:	