

ICT Support Officer

DEPARTMENT/TEAM	ICT – Support Staff
RESPONSIBLE TO	Principal
DIRECT SUPERVISOR	ICT Systems Manager
POSITION CLASSIFICATION	Information Technology Staff – Level 2
CONDITIONS OF EMPLOYMENT	NSW Catholic Independent Schools (Support Staff – Model B) Multi-Enterprise Agreement

College Overview

St Mary Star of the Sea College is a Catholic Girls' Secondary School in the Good Samaritan tradition, which recognises and respects the dignity and individuality of each person within our multicultural community. We strive to develop each student's capabilities through a variety of high-quality learning experiences while promoting the freedom and love of learning. All members of staff have a responsibility to foster in their students and in their colleagues the rich tradition of Catholic values and education in the Good Samaritan/Benedictine tradition.

As a community of faith, Good Samaritan Education (GSE) is deeply rooted in the Benedictine spirituality gifted to us by the Congregation of the Sisters of the Good Samaritan. The Rule of Benedict, written over 1500 years ago and lived by the Sisters for over 150 years in Australia, underpins GSE's commitment to the ministry of Catholic education. This commitment is further inspired by the Parable of the Good Samaritan (Luke 10:25-27) and gives witness through the engagement of the schools with the ministries and works of the sisters.

As a member of Good Samaritan Education, St Mary Star of the Sea College continues to be guided by the Good Samaritan Philosophy of Education and shaped by its commitment to the values of our spiritual tradition, including stewardship, mutuality, prayer, hospitality, humility, discernment, justice and peace.

All roles within the College reflect an understanding of the policies which govern the administration and structures of College management, including Care and Protection of Students, Crisis Management and Privacy. It is an expectation that all members of staff, while acknowledging the authority and responsibility of middle management and the Executive, would work together cooperatively at all times to achieve the best outcomes for all members of this Good Samaritan College community.

Position Purpose

To provide ICT support services that support the successful delivery of school learning outcomes and promote the College's vision and goals to provide an innovative and contemporary education for young women.

Accountabilities

- Provide Level 1 and Level 2 ICT technical support for the College, staff, students and parents, by applying procedures, knowledge, transferable skills and researching solutions.
- Positively contribute to the College culture, adhering to policies, procedures, and confidentiality at all times.
- Provide support via numerous avenues such as face to face, in class, helpdesk counter support, email, MS Teams or telephone to diagnose BYOD, College infrastructure and College issued devices.
- Support & deploy SOE primarily Mac, PC & iPad – and any minority devices such as Phones, Chromebooks & Android.
- Maintain and troubleshoot all current and future College IT infrastructure and systems to a level 2 capacity, including printers, photocopiers, phone system, wireless access points, Wi-Fi, switches, cabled ethernet network, projectors, control systems, Apple TV's, Chromecasts & AV.
- Ensure helpdesk tasks are well documented & escalated in a timely manner to the IT team or support vendors.
- Liaise and work with internal IT staff and vendors for warranty or escalation of issues.
- Provide support for standard college software such as Microsoft Office Suite, Office365, Google Workspace & Adobe including web-based applications used by the College.
- Provide assistance and support to staff, students & parents in the use of technology & systems.
- With the support of the IT Team & existing documentation provide assistance in day to day, systems administration such as user setup, and minor configuration changes to systems and users.
- Other duties as directed by the ICT Systems Manager and/or Principal from time-to-time

Key Challenges

- Managing competing priorities and high volumes of work.
- Providing high standard of professionalism and customer service to diverse stakeholders and customers.
- Maintaining effective organisation and professionalism while carrying out a variety of functions which may be complex in nature and require judgment and problem solving.
- Maintaining currency of knowledge of the latest technologies, hardware and security trends.

Key Relationships

- Responsible to the Principal, the ICT Support Officer reports directly to the ICT Systems Manager.
- The ICT Support Officer works within a small team of ICT staff and works closely with all College staff including the Executive, teachers and support staff.
- The role requires the establishment of positive working relationships with all staff, students Years 7-12 and their parents/carers.
- The role requires maintaining effective networks and positive working relationships with relevant external contractors and service providers.

Essential Requirements

- Demonstrated experience providing level 2 ICT support services
- Relevant tertiary qualifications in ICT or similar qualification
- Strong communication and interpersonal skills with a focus on exceptional customer service
- Ability to work as a positive and collaborative team member
- Ability to work proactively to identify and solve problems, research and apply knowledge and transferable skillsets to enhance systems and practices.
- Professionalism and discretion at all times with the ability to exercise sound judgment and maintain confidentiality
- Flexibility and commitment to the provision of a high standard of customer service, with the ability to contribute to critical tasks or projects outside of normal hours when required.