



# St Margaret's Berwick Grammar

VIRTUTE ET LABORE

## St Margaret's Berwick Grammar

### Position Description

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<b>Title:</b>	ICT Support Officer
<b>Campus:</b>	Berwick and Officer Campuses
<b>Reports to:</b>	ICT Manager / ICT Support Team Leader
<b>Appointment:</b>	Fulltime (8.30am - 4.30pm)

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*This organisation has zero tolerance for child abuse*

*This organisation promotes the safety, wellbeing, and inclusion of all children, including those with a disability.*

*This organisation promotes the safety and wellbeing of children from culturally and/or linguistically diverse backgrounds and encourages applications from people from culturally and/or linguistically diverse background.*

***All potential employees will be required to comply with the School's Child Safe Policy and Code of Conduct.***

#### Primary Purpose

The ICT Services Team manages and supports the school's ICT devices, infrastructure, and data information systems. Within that, the ICT Support Officer provides ICT support to staff, students and parents, answering queries and dealing with issues to enable continuous and reliable access to ICT resources.

Including:

- responding to ICT requests lodged through the ICT Services ticketing system
- providing technical support for a range of ICT issues for staff, students and parents
- liaising with suppliers regarding hardware repairs
- assisting with maintaining an asset register of ICT and audio-visual equipment
- provide 'how-to' demonstrations for staff and students
- assisting with the rotation of existing and the setup of new leased equipment.

Good interpersonal skills and a consultative approach is a must, along with a demonstrated ability to be innovative and work independently. The ICT Support Officer should possess well developed organisational and time management skills. They should be keen to maintain and update their knowledge with the support of the school professional development program.

They should see the provision of an outstanding environment for both teaching and learning as their highest priority.

### **About the ICT Support Officer**

You are a confident self-motivator who enjoys building relationships with multiple stakeholders both inside and outside of the school. With excellent communication skills, you have a strong customer-service focus and can be relied upon to work autonomously.

In addition, you also:

- Have sound knowledge of computer operating systems and software (Windows, MacOS, iOS, Office 365) and a willingness to learn new systems and software
- A demonstrated experience of hardware repair and fault diagnosis
- A demonstrated a passion for collaborative working as a member of a high-functioning team, with the ability to adapt to changing priorities
- Are energetic, enthusiastic and demonstrate a willingness to grow through the sharing of best practice and professional experience
- Possess excellent communications skills both written and verbal, as well as excellent time management skills
- Commit to the safeguarding and promotion of student welfare
- Be reliable and punctual
- Support the school's strategic priorities and goals
- Uphold St Margaret's Berwick Grammar's Values of Courage, Curiosity, Character, and Respect

### **The ICT Support Officer is responsible for:**

#### **ICT systems**

- responding to requests lodged through the school ticketing system
- the management of repairs to school owned ICT assets
- on-site repairs to hardware and software faults on laptops, desktops, printers and other computer equipment as necessary
- the organisation of off-site repairs to hardware equipment as needed
- the installation of hardware components and software applications
- assisting teachers, students, and administrative staff with their ICT needs
- assisting in maintaining the asset register of computing and audio-visual equipment
- assisting staff with multimedia
- special presentations and tasks as requested by Management team members through the ICT Manager
- assisting the rotation of existing and the setup of new leased equipment.

#### **Administration**

- attending department and staff meetings as required
- informing team members of new technology that may be introduced within the department
- working with managers to advise of any requirements necessary to help prepare for the department's annual budget
- other duties as directed by the ICT Manager or the ICT Services Team Leader.

**Key relationships**

- ICT Manager
- ICT Services Team Leader
- Head of Digital Learning
- Staff
- Students
- Parents
- Suppliers

**Position requirements**

- Current Working with Children Check
- Current National Police Records Check
- Current car drivers licence and own vehicle

**Skills and experience**

- Windows Operating Systems including Windows Server
- Knowledge of diagnostic and troubleshooting tools.
- Experience with Microsoft Office
- Experience with Active Directory / Group Policy
- Experience with Microsoft Office365 administration
- Demonstrated troubleshooting procedures
- Ability to identify network problems
- Ability to identify and troubleshoot software related issues.
- Strong interpersonal skills to enable effective communication at all levels.
- Strong organisational and planning skills.
- Can work independently and is happy to take direction.
- Displays initiative and is a proactive member of the team.
- Friendly and approachable for students and staff.
- Flexible in the prioritisation of work.

Other duties from time-to-time as may be required by the Principal, ICT Manager and ICT Support Team Leader.