

ROLE DESCRIPTION	
ROLE TITLE	ICT Support Officer
DEPARTMENT	ICT Department
INDUSTRIAL AGREEMENT	<i>WA Catholic Schools Non-Teachers Bargaining Agreement 2024 The Roman Catholic Archbishop of Perth Non – Teaching Staff Enterprise Bargaining Agreement 2014</i>
CLASSIFICATION	Administration and Technical Officer
ACCOUNTABLE TO	Director of Finance and Operations
DIRECTION FROM	ICT Manager
SALARY	Salary Schedule, Administration and Technical Officers Level 3
Working Schedule	1.0 FTE 48 weeks per year Monday to Friday 8am to 4pm

MISSION STATEMENT

Newman College is a PK-12 Catholic School educating in the Marist Tradition, which endeavours to lead students to know and love Jesus Christ. With Mary as our model in faith, we encourage students to grow into the fullness of their humanity in an education environment where they feel welcome, accepted and valued.

ROLE OVERVIEW

The ICT Support Officer provides ongoing ICT support to the staff and students of the College. As the first point of contact for the ICT Helpdesk the ICT Support Officer provides technical assistance and support for incoming queries and issues relating to computers systems, software and hardware.

ROLE RESPONSIBILITIES

Actively support College Operations:

- Compliance with all relevant legislative and regulatory obligations.
- Completion of administrative and operational activities in alignment with College requirements.
- A willingness to undertake tasks as requested by the Principal or their delegate.
- Flexibility in the workplace, open to new ideas and concepts, to working independently or as part of a team, and to carrying out multiple tasks or projects.

Challenge — Collaborate — Create — Celebrate

Support Focus:

The key accountabilities of the ICT Support Officer will include, but is not limited to:

- operating systems support
- application and software support
- audio-visual systems support
- printing support
- projector / display support
- assisting in the audit of software (including licences), hardware, ICT usage and ICT infrastructure
- assisting in the maintenance of accurate records relating to identification and configuration
- actively monitoring that only approved and licenced software is installed on all College work stations
- aiding in monitoring the impact on the ICT service with regards to attacks and/or disasters and misuse of computer equipment
- testing changes to systems where appropriate
- dealing with support requests in line with priorities and procedures
- working within the context of negotiated service levels
- helping in the setting up of signage and audio-visual equipment.

Operation Focus:

The key accountabilities of the ICT Support Officer will include, but is not limited to:

- User Onboarding and Identity Management
 - Active Directory Domain Services
 - Office365 & Teams (Azure AD)
 - SEQTA, IP Telephony
- Security Focus
 - Access Control
 - Group Membership
 - Email Distribution Lists
 - Group Policy
 - Device Management
 - Multifactor Authentication and conditional access
 - Firewall rule management
- Deployment
 - Mobile Device Management -JAMF and MS Intune
 - Applications
 - eBooks and other software
 - SOE provisioning
 - SDS (School Data Synch – Teams)
 - Setting up staff and student devices as required
- Administration
 - Microsoft Office 365, SharePoint
 - Other networked services and other educational solutions
 - Web Content filtering
- Support
 - Support Helpdesk Operations – Face to face and Warranty Claims
 - General Troubleshooting
 - Digital Display Technologies and Peripherals (Vivi)
 - Documentation

Development Focus:

The ICT Support Officer will work to enhance the development of the College infrastructure and its use as a learning and administrative tool. Towards this end the ICT Support Officer will:

- support the College's Vision for Learning.
- regularly service College ICT and audio-visual equipment to minimize down time.
- exercise good practice in working with others to deliver effective and efficient ICT Services.
- effectively communicate technical information in easy to understand terms.
- recognise the unique characteristics of schools, staff, students and the College workplace
- undertake personal and professional development to maintain an up-to-date knowledge of ICT initiatives and technologies to advise appropriately on future strategies and requirements.

Other Duties:

- Provide support to the ICT System Administrator as required.
- Undertake other duties as directed by the ICT Supervisor.

EXPECTED BEHAVIOURS & ATTITUDES

All staff are responsible for:

- Actively working to promote the charism of Saint Marcellin Champagnat and the mission and life of the Catholic Church within the College;
- Actively supporting the Marist Association of Saint Marcellin Champagnat;
- Actively promoting the College's Evangelisation Plan;
- Actively supporting a child safety culture, with a zero tolerance for child abuse.
- Complying with:
 - Marist Schools Australia Policy Statements.
 - Newman College Policy Statements, Procedures and Code of Conduct for Staff;
- Adhering to workplace health and safety procedures and actively contributes to maintaining a safe, healthy and tidy environment;
- Maintaining open communication and works collaboratively with others within the College to foster team work and morale;
- Maintaining a commitment to continuously improve services and pursue excellence;
- Seeking opportunities for professional development.

ROLE CRITERIA**Essential Criteria:**

- Certificate III and/or IV in Information Technology or equivalent industry experience.
- Troubleshooting Windows, macOS and iOS Operating Systems
- Customer service and telephone support experience.
- Proficient technology skills.
- Well-developed interpersonal and influencing skills, enabling harmonious and positive relationships with all.
- Sound written and verbal communications skills.
- Well-developed time management and organisational skills.
- Able to multi task and calmly work under pressure.
- Demonstrated ability to work autonomously and as part of a team.
- Able to problem solve and use initiative.
- Able to maintain strict confidentiality.
- Working with Children Screen Check
- National Police History Check