

MISSION STATEMENT

Newman College is a 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 educational environment where they feel welcomed, accepted and valued.

ROLE DESCRIPTION

INSTRUCTIONS	
<ol style="list-style-type: none"> 1. Read the Role Description carefully. 2. If you need anything clarified, ask the Leader of Information Communication Technology. 3. A copy of this Role Description is located on the Staff Intranet. <p>Please note: As the needs of the College evolve your Role Description may need to be revised. This would occur in collaboration between you and the Information Communication Technology.</p>	

NAME		
ROLE TITLE	ICT Support Officer	
ACCOUNTABLE TO	Vice Principal	
DIRECTION FROM	Systems Administrator	
DEPARTMENT	ICT Department	
MAIN PEOPLE INTERACTIONS	INTERNAL ICT Systems Administrator ICT Network Administrator Students Teachers Support Staff	EXTERNAL Service Providers and Suppliers Visitors to the College
ROLE PURPOSE	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.	
EXPECTED BEHAVIOURS AND ATTITUDES	<ol style="list-style-type: none"> 1. Actively works to promote the charism of Saint Marcellin Champagnat and the mission and life of the Catholic Church within the College; 2. Actively supports the Marist Association of Saint Marcellin Champagnat; 3. Actively promotes the College's Evangelisation Plan; 4. Actively supports a child safety culture, with a zero tolerance for child abuse; 5. Complies with: <ul style="list-style-type: none"> ▪ Marist Schools Australia Policy Statements. ▪ Catholic Education Commission of Western Australia Policy Statements. ▪ Newman College Policy Statements, Procedures and Code of Conduct for Staff; 6. Adheres to workplace health and safety procedures and actively contributes to maintaining a safe, healthy and tidy environment; 7. Maintains open communication and works collaboratively with others within the ICT Department to foster team work and morale; 8. Maintains a commitment to continuously improve services and pursue excellence; 9. Seeks opportunities for professional development. 	

KEY ROLE RESPONSIBILITIES (TASK FOCUS AREAS TO BE DEMONSTRATED)	
ACTIVELY SUPPORT COLLEGE OPERATIONS	<ul style="list-style-type: none"> 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.
SUPPORT FOCUS	<p>The key accountabilities of the ICT Support Officer will include, but is not limited to:</p> <ul style="list-style-type: none"> operating systems support (Windows 10/11, Mac OS X, IOS) Basic knowledge with Active Directory and Office 365 applications application and software support handling warranty claims for staff/student devices 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
DEVELOPMENT FOCUS	<p>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:</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Provide support to the ICT System Administrator and ICT Network Administrator as required. Undertake other duties as directed by the Leader of Information Communication Technology.

CRITERIA	
QUALIFICATIONS	<ul style="list-style-type: none"> Certificate III and/or IV in Information Technology or equivalent industry experience.
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> Troubleshooting Windows 10, macOS and iOS Operating Systems Customer service and telephone support experience.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> 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 multitask and calmly work under pressure. Demonstrated ability to work autonomously and as part of a team. Able to problem solve and use initiative.

	<ul style="list-style-type: none"> ▪ Able to maintain strict confidentiality.
STATUTORY REQUIREMENTS	<ul style="list-style-type: none"> ▪ Working with Children Screen Check ▪ National Police History Check

STATUS	
EBA	The Trustees of the Marist Brothers Southern Province Non-Teaching Staff Enterprise Bargaining Agreement 2014, as amended or replaced from time to time.
Classification	Administrative and Technical Officers Level 3
FTE / Work Arrangement	<ul style="list-style-type: none"> ▪ 48 weeks per year plus 4 weeks annual leave. ▪ Hours are Monday to Friday, 8.00 am to 4.00 pm ▪ Full-Time (1.00 FTE)
RD Version No./Date	Version 1.1: October 2023