

# Position Description

## Level 3 ICT SUPPORT OFFICER

<b>Title</b>	ICT Support Officer
<b>Classification</b>	ICT Level 3 Full Time Salary range: \$82,200 - \$90,622 p.a. Plus superannuation
<b>Reports to</b>	ICT Manager
<b>Key Relationships</b>	Principals, school staff, students, parents, volunteers, contractors, and suppliers
<b>Tenure</b>	Full Time Ongoing (1.0 FTE) Commencing ASAP
<b>Working week</b>	Five (5) days per week, 7.6 hours per day

### Position Objectives

The Level 3 ICT Support Officer is accountable for the effective delivery of quality ICT services support for students and staff to enable enhanced learning outcomes and efficient operations. They will have a strong understanding of infrastructure, system administration, and will have the ability to support the ICT Manager with concurrent ICT projects.

### Duties & Responsibilities

#### Catholic Identity

- Support the development of an authentic Catholic school identity throughout the College.
- Build upon the profile of the charisms of St Mary MacKillop and Blessed Edmund Rice within the College to ensure that they remain a living presence within the community.

#### Manage and Maintain ICT Systems and Services

- Implement annual ICT operating plans to ensure that ICT services are aligned to support the business, learning and teaching and wellbeing programs defined in the School's strategic plan.
- Establish protocols and procedures for and supervise the delivery of effective technical service support for all ICT users (eg Help Desk).

- Coordinate customisations, upgrades and reporting functionality for and of College databases.
- Contribute to the planning, testing, implementation and review of programs and infrastructure upgrades and ensure that users are informed of any current and/or potential impact on services.
- Work with the ICT Manager to assist the College Executive and Leadership Teams to ensure that ICT protocols and procedures support organisational standards and the College's business, learning and teaching and wellbeing programs in areas such as acceptable use, cyber safety and social media.
- Provide advice and support to the Principal and College staff regarding College ICT protocols and procedures.
- Provide learning support and opportunities to students and staff to ensure individuals can use relevant ICT services.
- Work with the ICT Manager to establish guidelines, standard operating procedures (SOPs) and provide support, including demonstrations or presentations, to individuals or groups of students and staff how to use ICT services and in a manner that is safe and responsible.

### **Manage and Maintain ICT Infrastructure**

- Resolve complex problems in the area of ICT and ensure that system and data integrity and reliable operations are maintained.
- Ensure that appropriate data protection and disaster recovery measures are in place and coordinate regular testing.
- Analyse network performance, design and equipment and make recommendations to enhance service continuity and performance.
- Plan and implement routine maintenance and upgrades at non-peak times and effectively communicate service interruptions to all users.
- Monitor and review system security and make recommendations for improvement.
- Maintain appropriate technical and change management records related to system design and equipment.
- Develop and maintain relevant standard operating procedures (SOPs) as/when appropriate.

### **ICT Administration**

- Maintain systems and procedures to ensure the efficient and effective functioning of ICT support and delivery of customer service excellence.
- Respect and protect staff, student and family privacy and confidentiality.
- Resolve complex issues and complaints with due care and sensitivity.
- Research and prepare correspondence, reports, proposals and submissions related to areas of responsibility.
- Administer allocated information services databases and specialist software applications.
- Analyse relevant data and information and make recommendations to enhance operations.
- Carry out safety risk assessments specific to ICT.
- Contribute to the establishment and monitoring of the ICT services budget.
- Build constructive relationships with and contribute to the development of contracts with external service providers when/as required.

### **Personal Capabilities**

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- Work experience providing a variety of ICT services and support to diverse users.
- Committed to supporting student outcomes through a service orientation.
- Relate to students with varying needs.

- Interact appropriately with colleagues, students and parents for different purposes and in different contexts.
- Establish and maintain collaborative working relationships.
- Apply literacy, numeracy and reasoning skills to effectively undertake the role.
- Perform effectively in environments with competing demands.
- Exercise judgment and discretion in undertaking duties.
- Use initiative to resolve problems and conflicts in a constructive manner.
- Demonstrated professional integrity.

### **Team Effectiveness & Collaboration**

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- Support and assist teaching and school support staff to deliver effective student outcomes.
- Work collaboratively with other members of the school community, including parents/guardians, caregivers and volunteers, to enhance student outcomes.
- Develop positive relationships with colleagues and other members of the school community to enhance student outcomes.
- Maintain constructive and professional behaviour at all times.
- Maintain a positive attitude towards new and different ideas and approaches.
- Attend, as required, meetings as convened by management or senior staff.

### **Personal Effectiveness**

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- Possess the ability to work and model the College's Code of Conduct including the ability to work safely and with care for the safety of others.
- Respond to and resolve matters of a complex nature, referring matters sensitive in nature where necessary.
- Demonstrate integrity and meet the standards of conduct expected.
- Participate in goal-setting processes and respond to opportunities for growth to improve knowledge and practice.
- Possess the ability to continuously seek and embed improvement for self and others.
- Possess the ability to innovate, value and encourage reflection and new ideas from others.
- Overcome obstacles and recover and learn from setbacks through self-development.
- Participate in staff learning programs and attend appropriate professional learning (PL) opportunities when required.
- Seek and apply constructive feedback from Line Manager to improve knowledge and practice.
- Ability to establish and maintain collaborative working relationships.
- Ability to perform effectively in environments with competing demands.
- Ability to exercise judgement and discretion in undertaking duties.
- Flexibility and dependability.

### **Resources & Organisation**

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- Plan and organise workflow to accomplish established objectives.
- Consider the environment and minimise waste.

## Safety & Compliance

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- Exercise responsibility required in accordance with Work, Health and Safety legislation, including:
  - take reasonable care of your own health and safety and that of other people who may be affected by your acts or omissions at the workplace; and
  - contribute to safe systems of work.
- Create a safe and welcoming learning environment for children and young people congruent with legislative and organisational Child Safe requirements.
- Use and maintain required personal protective equipment (PPE) that is worn when undertaking tasks and activities e.g., hearing and sight protection.
- Undertake relevant Catholic Education Accreditation requirements associated with the role.
- Adhere to the requirements of the role in accordance with the professional standards expected of Catholic Education Tasmania and all organisational policies, procedures, codes, guidelines and applicable laws.

## Evidentiary Requirements

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### Essential:

- A Diploma or higher qualification in a relevant ICT field, as well as proved experience in infrastructure and system administration.
- Current and satisfactory National Police Criminal History Check (NPCHC).
- Valid Employee Working with Vulnerable People Registration.

### Desirable:

- ITIL/ITSM Certification
- Knowledge of manual handling practices

***This duty statement may be altered from time to time to meet the operational needs of the College.***