

Position Description

Information, Communications and Technology Team

Role Title	ICT Support Officer
Classification	ICT - Level 2
Reports to	ICT Manager
Key Relationships	Business Manager ICT Support staff College Staff & Students
Employment Type	Ongoing - Full Time
Workdays	Five (5) days per week, 7.6 hours per day
Location:	Primarily based on site at MacKillop Catholic College. The role may require travel to other CET sites.

POSITION OBJECTIVES

The ICT Support Officer provides frontline technical support to staff and students across the College, ensuring the reliable day-to-day operation of ICT hardware, software, and audiovisual equipment. This includes responding to support requests, resolving routine technical issues, maintaining device fleets, and assisting users to make effective use of College technology.

The position requires a service-oriented approach, reliable communication skills, and a genuine commitment to supporting the College community.

ABOUT THE ICT TEAM

The ICT team at MacKillop Catholic College supports the technology needs of students, staff and the broader College community. The team is responsible for the day-to-day operation of ICT infrastructure, devices, audio-visual systems, and software applications that strengthen teaching, learning and administrative functions across the College.

The ICT Support Officer works alongside the ICT staff and the ICT Manager to ensure technology is accessible, reliable and fit for purpose. The team operates in a dynamic school environment, balancing routine support tasks with responsive incident management and project-based work.

CET REQUIREMENTS

As an employee in Catholic Education Tasmania:

- You must uphold Catholic belief and practice in all activities and refrain from expressing public opinions or engaging in public activity that, in the reasonable opinion of the Employer, would bring the Employer into disrepute.
- You must be familiar with, have an understanding of and uphold the implementation of the Archbishop's Charter for Catholic Schools.
- You have a duty of care to protect and preserve the safety of children and students and must always act in their best interests in accordance with the Tasmanian Catholic Education Commission's Child Safe Organisation policy.

RESPONSIBILITY, DECISION MAKING AND DIRECTION

The ICT Support Officer works under the general supervision of the ICT Manager. The role operates within established procedures and guidelines, applying technical judgement to resolve routine support requests and referring more complex or higher-risk matters to the ICT Manager or external providers.

In fulfilling the duties of the role, the ICT Support Officer works collaboratively with staff and students across the College, providing timely and responsive technical support while maintaining accurate records of support activity and asset management.

SPECIFIC FUNCTIONS AND DUTIES

Service Desk Support

- Provide ICT support to staff and students, resolving service requests and incidents through effective diagnosis, troubleshooting and problem resolution within agreed service levels.
- Triage, prioritise and escalate complex issues to the appropriate ICT team or external provider as required.
- Investigate and troubleshoot hardware, software, network and application issues, identifying and addressing recurring problems where possible.
- Maintain accurate records of incidents, requests and resolutions within the ICT service management system.
- Communicate effectively with customers, providing timely updates and quality customer service.
- Promote the safe, responsible and secure use of ICT across the College community.

Device, Infrastructure and Audio-Visual Support

- Configure, deploy, maintain and support end-user devices, including laptops, desktops, tablets, printers and peripheral equipment.
- Support the operation of Microsoft 365 services, network connectivity, business applications and classroom technologies.
- Provide technical support for classrooms, computer laboratories and audio-visual systems used for teaching, meetings and College events.
- Manage ICT assets throughout their lifecycle, including inventory control, deployment, maintenance and replacement activities.

System Administration and Documentation

- Undertake routine systems administration tasks, including user account management, access requests and operational system checks.
- Develop and maintain technical documentation, knowledge base articles and support procedures.
- Participate in ICT projects, technology deployments and service improvement initiatives.
- Ensure ICT services, systems and equipment are managed in accordance with College policies, procedures and security requirements.

PERSONAL CAPABILITIES AND ATTRIBUTES

- Demonstrated interest and enthusiasm for computing and/or ICT, with a willingness to learn and develop.
- Friendly, helpful and service-oriented approach to supporting staff and students with varying needs.
- A collaborative team player who is personable, approachable and exercises initiative, judgement and discretion.
- Work effectively as part of a team while also operating autonomously to meet deadlines.
- Manage competing priorities confidently while maintaining a professional approach.
- Committed to professional integrity and a positive attitude towards new ideas and approaches.
- Willingness to seek and apply constructive feedback from the ICT Manager to improve knowledge and practice.

QUALIFICATIONS

Essential

- Demonstrated experience and/or enthusiasm for computing and/or ICT.
- Valid Working with Vulnerable People Registration.
- Current and satisfactory National Police Criminal History Check (NPCHC).
- Successful attainment of Accreditation A: Accreditation to work in a Catholic School, or willingness to work towards.

Desirable

- Certificate III in Information Technology or equivalent relevant experience.
- Experience working with young people and/or in a school environment

ROLE RELATIONSHIPS

Internal	External
Principal	Tasmanian Catholic Education Office
Positions of Leadership	Parents
School staff	Visitors/members of the public
Students	Archdiocesan staff/Parish Priests

SAFETY AND COMPLIANCE

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.
- Contribute to safe systems of work.
- Promote a culture of safety in the workplace.
- Create a safe and welcoming learning environment for children and young people congruent with legislative and organisational Child Safe requirements.
- 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.

ENVIRONMENTAL CONDITIONS

The ICT Support Officer role operates across the College campus, including classrooms, computer labs, offices and storage areas. The role involves frequent interaction with students and staff, with regular interruptions and competing priorities.

The role requires the capacity to respond calmly and efficiently to technical issues under time pressure. Some lifting and carrying of ICT equipment and supplies will be required from time to time.

KEY SELECTION CRITERIA

Key Selection Criteria 1

Describe a specific time you resolved a technical support request for someone who was frustrated or under pressure. What was the situation, what did you do, and what was the outcome? What would you do differently if it happened again?

Guidance: We are looking for a real example - not just what went well, but what you learned. Tell us about the person, the problem and your approach. Be specific.

Key Selection Criteria 2

Tell us about a time you worked directly with a young person (under 18) in a service, support or education context. What did that experience teach you about communicating with and supporting young people, and how would you apply that at MacKillop?

Guidance: This does not need to be a formal role - coaching, tutoring, volunteering or community work all count. We want to understand what you have learned from that experience, not just that it happened.

Key Selection Criteria 3

This is a service-focused role in a busy school environment, working closely with students, teachers, and support staff each day. What has attracted you to this role at MacKillop Catholic College, and how does working in a school environment align with your personal values, career goals, and the type of impact you want to make?

Guidance: We are looking for a genuine and considered response. Strong answers will clearly connect your motivations, goals, and values to this role and environment.

Key Selection Criteria 4

Describe a time when you were managing multiple support requests, tasks or competing priorities. How did you determine what was most important, and how did you ensure expectations were managed and deadlines were met?

Guidance: We are looking for evidence of organisation, judgement, communication and the ability to maintain service standards in a busy environment.

FINAL ADVICE AND CHECKLIST FOR APPLICATIONS

Your responses to the Key Selection Criteria form a central part of how we assess your application. Please read the guidance notes under each question carefully before you begin. When responding to the KSC remember we are looking for genuine responses that reflect your own experience and thinking. The strongest applications will:

- Use specific, real examples from your own working life.
- Include enough detail for us to understand what happened, what you did, and what the outcome was.
- Be written in your own voice - we want to get a sense of who you are, not a polished template.

To apply submit the following via SEEK:

- A current resume.
- A written response addressing each of the four Key Selection Criteria below (no more than half a page per question).