Rostrevor College

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ESO – IT Support Officer

Position Information Document

Position Title	IT Support Officer
ESO Grade	3
ESO Stream	Resources
Employment Type	Permanent
Line Manager	Director of Business
Reporting to	IT Manager
Key Working Relationships	Teaching and ESO Staff iCare Team – IT Manager and IT Systems Administrator Students (Reception to Year 12) CESA ICT Staff Third party service providers

Rostrevor College is a Catholic College owned and governed by Edmund Rice Education Australia, the local community and Principal are empowered with the responsibility of plotting the future course for the College; a course that best captures the aspirations of local families. In doing so, we use The EREA Charter and the four touchstones of Gospel Spirituality, Justice and Solidarity, Inclusive Community and Liberating Education to shape our planning as a contemporary College that is grounded in the Edmund Rice Tradition.

With little direction and supervision from the IT Manager, the IT Support Officer is responsible for College Information, Communication and Technology (ICT) support by assisting with the day-to-day running of online services, creation and general maintenance of system operations, and help desk support for all college staff and students from Reception to Year 12.

The IT Support Officer, as a member of the iCare Team, will ensure that all work completed is compliant with legislative, safety and policy requirements.

KEY AREAS OF WORK

The IT Support Officer will undertake duties including, but not limited to:

Helpdesk Support

- Provide helpful, timely and informative IT service support to staff and students
- Provide a timely and responsive professional support service to staff and students for both hardware and software to ensure they have the necessary resources to carry out their activities.
- Prioritise urgency of competing demands for IT assistance and support, maintaining effective communication and follow-up to ensure users remain informed and receive appropriate support.
- Review and respond to written and verbal communications in a Helpdesk setting and provide user support, assistance, and installation with applications, programs, and hardware.

- Assist students to navigate through software issues or overcome system failures to enable them to support their learning activities.
- Carry out technical support for staff and students when required to ensure systems and equipment are fully operational.
- Support staff in their use of Audio and Visual facilities for, but not limited to, teaching and learning and events such as Assemblies, Masses and Liturgies.

IT Resources and Maintenance

- Assist with hardware and network maintenance of the College's network to contribute to the overall efficiency and productivity of systems and soft wear.
- Undertake projects across the College to support the implementation, maintenance and improvement of IT systems
- Develop procedures to optimise the effective use of hardware and software applications and other technology equipment, consistent with CESA and EREAC policies, procedures, and practices.
- Consistent with College IT protocols, monitor the performance of the components of a computer network and identify, solve, and rectify routine IT operational problems.
- Establish and maintain effective filing systems to meet legislative compliance and privacy requirements regarding technology resources and associated use, and the needs of the school.
- Assist in maintaining a secure school IT environment by following cybersecurity procedures, promoting safe technology practices, responding appropriately to suspected security threats, and escalating incidents or concerns to the appropriate staff.
- Contribute to the development of operational policy to enable the school to remain compliant and current with IT and other technology practices and developments.
- Under direction, assist with research and information related to the purchasing and budget preparation of IT and other technology resources to enable the school to remain current with trends and needs.
- Support in the implementation, use and review of learning platforms for the school to utilise as authorised by using IT tools and software available.
- Under direction, assist with evaluation and selection of new IT and other technology equipment, along with the preparation of purchase orders for equipment and materials, as required.
- Remain current with IT systems, policies, procedures, protocols, and practices to ensure the College maintains a professional IT service to meet the needs of its users. As required, seek support from CEO IT staff to achieve same.
- Maintain IT asset register for equipment, software, and documentation.
- Report any damaged, missing, or faulty equipment to be repaired/replaced as authorised.
- Provide assistance in creating and maintaining system operation manuals, back-up systems, software license register and history registers.
- Maintain confidentiality and respect in all dealings with sensitive matters and information
- From time to time, undertake support duties outside of usual working hours as required

General

- Positively participate in College activities, events, required training, professional development and professional reviews.
- Perform any other duties in line with your current classification as required from time to time at the discretion of the Principal (or delegate).

PERSON SPECIFICATION

- Commit to upholding and actively contributing to the Catholic ethos of the college.
- Technically competent and well experienced with a broad knowledge base incorporating a range of theoretical concepts to provide professional IT support, system and software set up and an adequate level of operating a variety of IT equipment.
- Demonstrated experience in providing IT support, system and software set up, and an adequate level of operating a variety of IT systems and equipment, including but not limited to:
    - Microsoft Technologies such as Active Directory and Windows Operating Systems
    - Apple Technologies such as Mac Operating Systems and mobile devices
    - School systems such as SEQTA and Synergetic, or similar school systems
    - Wireless Networking and Technologies
    - VOIP Phone Systems
- Demonstrated general knowledge and understanding of cybersecurity principles, risks and good practice relevant to an educational IT environment.
- Sufficient knowledge to operate within set budget parameters.
- Demonstrated strong customer service skills and the ability to interact positively with all members of the school community.
- Strong communication and interpersonal skills to foster collaboration, flexibility and be an effective member of a team.
- Experienced in taking responsibility for own outcomes in relation to specified quality standards which may involve significant initiative and responsibility.
- Ability to work with little direct supervision and take direction on broader technical aspects of the work, and identify and apply skill and knowledge in some depth to most matters to achieve required work output and objectives.
- Effective time management and organisational skills and ability to prioritise tasks to meet timelines for required outcomes.
- Ability to apply solutions to a range of problems and analyse and plan approaches to technical and related problems, including locating, analysing and evaluating information from a variety of sources.
- Demonstrated ability to maintain appropriate confidentiality and system safeguarding.
- Flexibility to be contactable and available out of hours to undertake necessary maintenance to minimise impact on users, on occasion, and in cases of emergency or critical situations.
- Working knowledge of relevant Work, Health and Safety practices, ensuring compliance with relevant policies and demonstrating safe work practices consistently.
- Commitment to continuous learning to remain current in area of speciality relevant to role requirements.

ROLE REQUIREMENTS

- A Certificate IV in Information Technologies (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role. Experience with systems and software used in schools is highly desirable.
- Act in accordance with the CESA Code of Conduct, EREAC Code of Conduct and all other applicable guidelines provided by EREAC and CESA.
- Hold a current acceptable Working with Children Check (WWCC) clearance & screening to work in Catholic Education South Australia.
- Hold current certification in Responding to Risks of Harm, Abuse and Neglect in Education and Care Settings.
- First Aid Qualification as directed by the school.
- As a worker, comply with the SA Work Health & Safety Act 2012 and, while at work, take reasonable care for their own health and safety.
    - Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
    - Comply, in so far as you are reasonably able, with any reasonable instruction given by the employer.
    - Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.