ICT Help Desk – Technical Support Officer

Penola Catholic College

Penola Catholic College is a co-educational college for students from years 7-12 with two campuses in the Northern suburbs of Melbourne. College campuses are situated in Glenroy, which caters for years 7 and 8, and the senior campus in Broadmeadows that features years 9 to 12 and a total college enrolment of approximately 1440 students.

Statement of Purpose

The ICT Help Desk – Technical Support Officer will be responsible for assisting staff, students and the Penola community in the use of College computer facilities. The ICT Help Desk – Technical Support Officer will also be involved in the location of faults in both hardware and software, provide support to staff conducting classes, and assist in the preparation and delivery of training programs, assist staff in the use of all aspects of hardware, operating systems and end product software.

Job Title

ICT Help Desk – Technical Support Officer

Reports to: ICT Manager and Business Manager

Responsibilities and Accountabilities

- Support to all staff and students using college computer facilities, ie laptops, desktops
- The preliminary location of faults in both hardware and software and the activation of necessary resources to remedy the problem
- Provide necessary feedback to the Computer Technician to better tune the computer facilities for the overall benefit of the College
- Provide ad hoc support to students and staff conducting classes
- Assist in the maintenance of network and Internet login accounts, and printing
- Installation and configuration of software applications
- Management of the College Learning Management System (LMS) - myPenola
- Assist in logging of warranty and support claims

- Manage Service Desk – logging, updating and closing jobs
- Any other duties as directed by the Principal or Principal's nominee (eg Deputy Principal Head of Campus and or Business Manager)

Experience and Qualifications

- Competence and understanding in the use of Windows 7, 8.1, Windows 2010 Server and SQL
- Familiarity with networks (TCT / IP), the Internet and security issues, is of benefit
- Mastery of a range of software applications including Microsoft Office 2013, Lync
- Ability to assess a range of programs for staff and students
- Good analytical, problem solving and time management skills
- Excellent communication skills and ability to work collaboratively with both staff and students
- Aptitude for acquiring and developing new skills and expertise in a Technical Support / Help Desk role
- Be able to work professionally in an educational environment
- Observe respect and sensitivity for the privacy of information
- Interest in being informed of current changes in Information Technology
- Ability to analyse and diagnose hardware related problems, and solve tasks
- Be highly organised, motivated, flexible, punctual and able to demonstrate initiative
- Be able to work independently and part of a team member to achieve established goals within specified time frames
- Hold a current Working With Children Check and Police Record Check
- A demonstrated understanding of child safety and understanding of appropriate behaviours when engaging with children.

Annual Review Meetings

An Annual Review will be held during the year by the Business Manager and will consider the following aspects of the role:

- Professional relationship with others
- Reflection on the professional duties performed
- Reflection and report on appropriate training / inservicing done in support of the role
- Time Management in the fulfillment of the role
- Organisational skills and competencies used in the aspects of the role
- ICT Skills used and developed in the role
- Successes/Challenges that the role encounters

Meetings

Attend staff meetings and other meetings as required.

Salary and conditions

The ICT Help Desk – Technical Support Officer is an Education Support Employee Category B Level 2 (only works school terms) in line with the *Victorian Catholic Education Multi*

Enterprise Agreement 2013. The ICT Help Desk – Technical Support Officer is a full time fixed term position (2018 Terms 1 and 2 only).

Professional Development

Relevant professional development can be accessed by the ICT Help Desk – Technical Support Officer.

Occupational Health Safety

Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures. It is the responsibility of all staff to ensure OHS guidelines are met, safe work practices are maintained and all hazards reported to the OHS representative or OHS committee.

Each staff member does make a positive contribution to the College environment. Suggestions that can improve the overall efficiency of a work area are valued and each staff member is encouraged to put forward ideas and suggestions to their Head of Department.