

Job description

Agency	Department of Education	Work unit	Casuarina Senior College
Job title	IT Support Officer	Designation	Administrative Officer 3
Job type	Full time	Duration	Fixed for 2 years
Salary	\$62,773 - \$67,746	Location	Darwin
Position number	41701	RTF	259974
Closing	19/03/2023		
Contact officer	Ben Kay, IT Manager on 08 8983 7352 or ben.kay@education.nt.gov.au		
About the agency	https://education.nt.gov.au		
Apply online	https://jobs.nt.gov.au/Home/JobDetails?rtfId=259974		

Applications must be limited to a one-page summary sheet and detailed resume

Information for applicants – inclusion and diversity and Special Measures recruitment plans

The NTPS values diversity. The NTPS encourages people from all diversity groups to apply for vacancies and accommodates people with disability by making reasonable workplace adjustments. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. For more information about applying for this position and the merit process, go to the [OCPE website](#).

Under the agency's Special Measures recruitment plan eligible Aboriginal applicants will be granted priority consideration for this vacancy. For more information on Special Measures plans, go to the [OCPE website](#).

Primary objective

Under the direction of the IT (Information Technology) Manager, the IT Support Officer is responsible for ensuring the effective delivery of support with technology services to staff, students and College Board members through the IT help desk, email and job ticketing system. This includes setting up hardware devices for staff and students.

Context statement

Casuarina Senior College (CSC) is an Independent Public School, located in the Darwin Northern Suburbs. CSC has a student enrolment of approximately 900 students, with 25 per cent identifying as Aboriginal. CSC caters for students in Years 10 to 12 by offering a wide range of Stage 1 and 2 NTCET subjects.

Key duties and responsibilities

1. Assist with the operational delivery of IT support services in accordance with CSC and departmental documentation, policies and procedures.
2. Assist with and monitor the College's on-site IT infrastructure as well as investigating current technology trends and service delivery models applicable to the environment.
3. Provide technical support to staff, students and College Board members for the ongoing development and maintenance of the College IT network(s) and communication applications.
4. Manage confidential information within a sensitive environment while undertaking general administrative tasks as directed by the IT Manager and IT Administrator.

Selection criteria

Essential

1. Proven ability to maintain IT equipment (Hardware) including computers, projectors, televisions, iPads, printers and photocopiers.
2. Recent evidence and knowledge around software applications within an emerging e-learning environment including a range of ICT platforms including websites, social media, desktop/server applications and web services.
3. Demonstrated knowledge, troubleshooting ability and experience in maintaining Microsoft Windows based computer systems, office software and Microsoft Windows products.
4. High-level organisational and communication skills, including a demonstrated capacity to work under pressure and deliver required outcomes in a timely and efficient manner, adapt successfully to changing responsibilities, tasks, exercise initiative and have excellent attention to detail.
5. Recent evidence of being self-motivated while working effectively within a team as well as individually, including working with students and people from diverse cultures.

Desirable

1. Recent experience working within the NTSchools environment within a senior secondary environment.
2. High-level administrative experience, word processing and desktop publishing skills.
3. Formal education or qualification relevant to the position.

Further information

The selected applicant must hold a current NT Working with Children Notice (Ochre Card) or the ability to obtain prior to commencement.

Approved: March 2023

Glenn Dixon, Principal Casuarina Senior College