

# Job description

Agency	Department of Education	Work unit	Alice Springs School of the Air
Job title	ICT Support Officer	Designation	Administrative Officer 4
Job type	Full time	Duration	Ongoing
Salary	\$71,091 - \$81,611	Location	Alice Springs
Position number	44384	RTF	271946
		Closing	09/07/2023
Contact officer	Kerrie Russell, Principal on 08 8951 6800 or <a href="mailto:kerrie.russell@education.nt.gov.au">kerrie.russell@education.nt.gov.au</a>		
About the agency	<a href="https://education.nt.gov.au">https://education.nt.gov.au</a>		
Apply online	<a href="https://jobs.nt.gov.au/Home/JobDetails?rtfld=271946">https://jobs.nt.gov.au/Home/JobDetails?rtfld=271946</a>		

**APPLICATIONS MUST INCLUDE A ONE-PAGE SUMMARY ABOUT YOU, A DETAILED RESUME AND COPIES OF YOUR TERTIARY QUALIFICATIONS.**

## 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](#).

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

## Primary objective

To provide Information Communication and Technology services to support the staff and families in relation to the delivery of distance education. To provide hands on implementation for set up of equipment and troubleshooting advice to ensure continuous reliable access to Interactive Distance Learning in studios and home classrooms.

## Context statement

Alice Springs School of the Air (ASSOA) is situated in Alice Springs and caters for students from Pre – Year 9 who live in remote and isolated areas. The school has an enrolment of 110 students and a staff of 18. The school strives for excellence using innovative technologies and teaching pedagogies to enhance outcomes for students in a distance learning context.

## Key duties and responsibilities

1. Provide ICT services including the installation and maintenance of hardware associated with IDL studios, home classrooms and mobile satellite trailers. Manage user software, monitoring tools and specialist services used throughout the school. Provide support to families and tutors (troubleshooting) using real time support structures.
2. Maintain the school network, phone system and ICT devices. Facilitate ICT training and provide advice to Principal and Business Manager on ICT purchases and maintenance.
3. Travel to remote sites to set up/remove equipment, carry out IDL installations and resolve ICT issues.
4. Liaise with ICT staff who are both internal and external to DoE.
5. Undertake general administrative tasks.

## Selection criteria

### Essential

1. Demonstrated experience in managing computer, network and ICT issues, relevant in an educational and distance education context including a working knowledge of ICT hardware, maintenance and support of wired and wireless Local Area Network management.
2. Extensive experience in the use of information technology systems and software packages including MS Office suite, databases, Google Apps for Education and video conferencing software.
3. Experience in using and maintaining ICT equipment including computers, iPads, printers and photocopiers, maintaining phone systems including VOIP, and managing studio equipment including cameras and audio equipment.
4. Knowledge of ICT procedures and processes as relevant to DoE and distance education and practical knowledge in implementing ICT policies and procedures.
5. High level organisational skills, including a demonstrated capacity to work under pressure, monitor projects and delivery of outcomes in a timely and efficient manner.
6. A high level of interpersonal skills with the ability to communicate effectively with staff, students, families and the wider school community and the ability to work effectively with people from diverse cultures.

## Further information

The successful applicant must hold a current NT Working with Children Notice (Ochre Card) and NT Drivers licence or equivalent.

Approved: June 2023

Kerrie Russell, Principal