Role Description: ICT Support Officer

Responsible To: Principal

Reporting To: Business Manager

Works in collaboration with: Head of Teaching and Learning

Duties – ICT Support Officer:

The ICT Support Officer works closely with the Business Manager and Head of Teaching and Learning, to assist in the development, installation and maintenance of designated ICT / AV systems supporting the teaching and administrative functions of the school. The focus of this role is to provide high level customer service across the whole of the organisation.

<u>Please note the school reserves the right to alter this position description based on operational needs.</u>

The role will include, but not be limited to, the following responsibilities:

1. **Technical**

    1.1.   Provide high quality and responsive customer service within defined areas of responsibility

    1.2.   Respond to customer (remove) enquiries and resolve technology related issues including:
    >   installation of Standard Operating Environment (SOE) software components, identification and coordination of hardware fault repair and support of specialist applications.

    1.3.   Perform duties to agreed quantifiable service indicators and proactively contribute to the development and review of such service indicators and measures by effectively prioritising tasks, documenting actions and communicating with staff.

    1.4.   Escalate incidents as required and follow through for resolutions including liaison with suppliers and contractors in relation to warranty and repair of ICT equipment and network infrastructure.

    1.5.   Participate in information technology projects as required.

    1.6.   Maintenance of existing systems.

    1.7.   Development and implementation of new systems.

    1.8.   Resolution of more complex problems.

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1.9.   Evaluation of emergent technologies under the guidance of the Business Manager and Head of Teaching and Learning.

1.10.   Assist with yearly 1:1 device recovery and rollout projects.

1.11.   Perform ICT / AV maintenance and repair work eg AV equipment replacements on walls and/or ceilings using ladders and other tools and equipment.

1.12.   Ensure completion and the integrity of data back-ups both onsite and cloud based.

1.13.   Frequently test recovery capability as per disaster recovery policy

1.14.   Ensure all upgrades to essential software are assessed and implemented within an agreed time frame including but not limited to The Alpha School Software (TASS), Oliver and classroom-based apps and resources.

1.15.   In conjunction with Business Manager and Head of Teaching and Learning, ensure capability of hardware and software for NAPLAN and other standardised testing programmes.

1.16.   In conjunction with the Business Manager and Head of Teaching and Learning, maintain and install network infrastructure including cabling, network switches, firewalls and Wi-Fi access points.

1.17.   Configure and maintain School CCTV network ensuring confidentially and privacy as per Policy.

1.18   Provide support to the Executive Team regarding ongoing training for all staff on key software platforms including but not limited to TASS, ERM, Oliver-Softlink, Meraki and classroom-based apps and resources

2.   Record Keeping and Ordering

2.1.   Maintain asset register data via school-approved software and in TASS in conjunction with Accountant.

2.2.   Maintain database of leased equipment and warranties within school-approved software.

2.3.   Ensure adequate stocks of consumables and replacement parts at all times and ordering of same through the Business Office.

2.4.   Assist the Business Manager and Head of Teaching and Learning, to document processes in accordance with the ICT Strategic Plan.

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3. Other

3.1   Attend required meetings with the Business Manager and Head of Teaching and Learning, and/or Exec Team.

3.2   Keep workspace in an orderly and clean fashion particularly equipment awaiting repair and replacement stock.

3.3   Any other reasonable duties, tasks and responsibilities as designated by the School Executive.

4. Equipment & Network

4.1   Formulate hardware and software solutions to support strategic directions both administrative and educative.

4.2   Ensure the data back-up regime is robust and functioning according to the ICT Strategic Plan at all times.

4.3   Administer the ICT network and server infrastructure and ensure system is maintained according to supplier requirements and/or ICT Strategic Plan and policies.

4.4   In conjunction with the Business Manager supervise the procurement of all ICT related hardware and software.

4.5   Liaise with the Business Manager regarding ICT requirements for marketing particularly in regard to social media, websites, app, Funnell, Enrol, Teacher Kiosk, Parent Lounge and other promotional/communication software.

4.7   Manage CCTV installations and maintenance.

4.8   Manage monitored alarm system installations and maintenance. Monitor alarm activations and failures at all times in conjunction with the Business Manager and Maintenance Co-ordinator.

4.9   Manage and maintain the school bell and communications system.

4.10   Manage MDM processes to ensure appropriate device and software protocols and installations are followed.

5. General

5.1   Commission, migrate and decommission hardware, software and network infrastructure as required.

5.2   Perform user management support for all user accounts.

5.3   Manage the installation, configuration and removal of standardised software onto systems including all updates, patches and anti-virus requirements.

5.4   Manage all back-up processes and recovery requirements as per ICT Strategic Plan and Disaster Recovery Plan

6.   Workplace Health & Safety

6.1   Comply with all WH&S policies and procedures.

6.2   Take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.

6.3   Observe all safe working practices as directed by the supervisor and the use of personal protective equipment as and when provided.

6.4   Report ALL accidents, incidents and hazardous situations arising in the course of work.

6.5   Apply first aid when necessary.

7.   St Paul's Lutheran Primary School Team

You are also expected to:
7.1   Demonstrate professionalism at all times and be responsive to staff and student needs in a respectful manner

7.2   Participate in whole-of school professional learning and strategy sessions, eg Staff Retreat /Camps.

7.3   Work with minimal supervision but accept direction as required.

7.4   Familiarise yourself with St Paul's Lutheran Primary School policy documents and take the responsibility to maintain currency with these.

7.5   Demonstrate patience.

7.6   Committed to the principles of Christian education and comply with the school's values and code of conduct.

Review: The role description is due for cyclical review, but may be reviewed earlier if ancillary staff movement transpires.

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