

St Paul's Team

As a valued member of the team of staff, each member of staff:

- desires to work in a Christian environment.
- demonstrates an appreciation for the culture of the school community and seeks to contribute positively to it and enhance it in their daily interactions.
- supports the Christian underpinning of the school and its community in words and actions.
- actively adopts and upholds the school's mission, vision, and values.
- communicates effectively and is actively invested in appropriate conflict resolution strategies.
- demonstrates professionalism.
- upholds the strictest of confidentiality regarding information and personnel, including students, parents of students, staff, the school, and the school's operations.
- is familiar with and supports school policy and procedures in all activities.
- demonstrates patience.
- is responsive to family needs in a professional manner and makes families and visitors feel welcomed.
- demonstrates mature and effective interpersonal skills.

Reporting Relationships

The ICT Support Officer reports through the ICT Manager to the Business Manager.

Type of Appointment

The position of ICT Support Officer is a part-time permanent position over 52 weeks. Annual leave is pro rata, and leave will be generally taken over the school holidays.

Role Description

The ICT Support Officer works closely with the ICT Manager, 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.

The ICT Support Officer responsibilities and tasks will include, but not be limited to the following duties:

Technical

- Provide frontline IT support to staff and students, resolving software and hardware issues efficiently. Ensure all incidents, requests and resolutions are accurately documented in the Service Desk System.
- Perform ICT / AV maintenance and repair work e.g. AV equipment replacements on walls and/or ceilings using ladders and other tools and equipment.
- Perform user management support for all user accounts.
- Escalate incidents as required and follow through for resolutions including liaison with suppliers and contractors in relation to warranty and repair of ICT equipment.
- Assist with 1:1 BYOD device onboarding/offboarding and ensure software installations are followed.
- Support the maintenance of the school CCTV network ensuring confidentiality and privacy as per Policy.
- In conjunction with the ICT Manager supervise the procurement of all ICT related hardware and software.
- Manage and maintain the school bell and communications system.
- Manage the installation, configuration and removal of standardised software onto systems including all updates, patches and anti-virus requirements.
- Manage all back-up processes and recovery requirements.

Record Keeping and Ordering

- Maintain asset register and decommissioning of ICT equipment via school-approved software and in TASS in conjunction with the Business Manager.
- Maintain database of leased equipment and warranties within school-approved software.
- Always ensure adequate stocks of consumables and replacement parts and ordering of same through the Business Office.

Equipment & Network

- Ensure the data back-up regime is robust and functioning according to the ICT Strategic Plan at all times.
- Administer the ICT network and server infrastructure and ensure system is maintained according to supplier requirements and/or ICT Strategic Plan and policies.
- Manage MDM processes to ensure appropriate device and software protocols and installations are followed.

General Tasks and Duties

- Maintaining a positive attitude as a contributing team member with other staff and within the school community.
- Maintaining an appropriate and professional relationship with staff, students, parents, families, contractors, and visitors.
- Attending and participating in professional development, spiritual formation, and other school activities as required and appropriate for the role and position within the school.
- Maintaining a neat, professional standard of dress, personal appearance, and hygiene consistent with the Staff Code of Conduct and Staff Dress Code.
- Adhering to all School policies, procedures, and expectations.
- Maintaining integrity and honesty in all aspects of work, as well as appropriate levels of confidentiality.
- Assisting with the positive promotion and advancement of the school and its atmosphere, acting positively and professionally in accordance with its ethos, mission, vision, values, and goals at all times, including any online presence.
- Keep workspace in an orderly and clean fashion particularly equipment awaiting repair and replacement stock.
- Undertaking other tasks as reasonably requested by the ICT Manager.

Workplace Health and Safety

Effective implementation of the School's Workplace Health and Safety Manual requires the active involvement of all employees. All employees have an obligation to comply with statutory and organisational requirements, procedures and rules that are intended to protect the health and safety of persons at the workplace including the general public.

Qualifications and Skills

The ICT Support Officer is required to:

- (a) Possess and maintain a current Working With Children Suitability Card (Blue Card) or Exemption Card.
- (b) Maintain a current Senior First Aid and CPR certificate.
- (c) Have a love of working with children and adults in a positive, healthy, and supportive manner.
- (d) Work both independently and as an effective team member with other staff and volunteers.
- (e) Have excellent interpersonal, communication and time management skills.
- (f) Be able to appropriately problem solve unexpected challenges and situations.
- (g) Be physically, mentally, and emotionally fit to perform the role to the highest of expectations at all times.

Conditions

Salary and related conditions are in accordance with the School Officers' Award – Non-Government Schools and the Queensland Lutheran Schools Single Enterprise Agreement.