TYNDALE CHRISTIAN SCHOOL
God's Truth Prevails

Title	ICT Support Officer	Career Group	ICT
Classification Level	4.1 (15-17)	Immediate Responsible Officer	Director of e-Learning
Sub-school / Location	Salisbury East, Strathalbyn and Murray Bridge	Executive Leader	Director of Corporate Services

PURPOSE OF THE POSITION

The ICT Support Officer is accountable to the Director of e-Learning and contributes to the best practice use, management, planning and development of ICT in teaching and administration to foster innovation and excellence in learning.

ADDITIONAL REPORTING RELATIONSHIPS

The ICT Support Officer works in, but remotely from, the extended Learning and Administration Technology Services (LATS) team and will work closely with and under the direction of the Director of e-Learning and the ICT Officer (Strathalbyn and Murray Bridge). The ICT Support Officer works on a shared basis between Salisbury East, Strathalbyn and Murray Bridge, and may, from time to time, be given instructions from, and asked to report to, other members of the team and leadership of each of the Schools.

SUMMARY OF WORK REQUIREMENTS

1. Contribute to the establishment and maintenance of ICT infrastructure to support learning and administration by:
   a. Commissioning and decommissioning hardware, software, network infrastructure and user access to support the current and future needs of staff or students;
   b. Performing checking of networked devices and other equipment, and following acceptance testing procedures for new ICT equipment;
   c. Installing and uninstalling of software, including set up of common options;
   d. Assisting with upgrades, additions, deletions and maintenance to the School's telecommunications systems;
   e. Performing or arranging maintenance of software and hardware;
   f. Following approved maintenance procedures and maintaining records;
   g. Carrying out basic safety tests;
   h. Performing maintenance tasks for user accounts;
   i. Running network monitoring reports and utilities;
   j. Updating records of installed hardware and software, and maintaining a software library and store of original copies of installed applications; and
   k. Contributing to the process of innovation and change, and implement structured approaches to the rollout of new hardware, software and other changes, according to School policy.

2. Provide support to ICT users to an agreed standard by:
   a. Assisting with the maintenance and administration of the help desk ticket system and processes;
   b. Providing first level customer support to users, either by telephone, in person or email, and ensuring that the user's request is understood, properly documented and prioritized, and where it needs to be escalated, referred to an appropriate member of the LATS team.

INTENTIONALLY
CHRISTIAN | INCLUSIVE | EXCELLENT

c. Conducting investigations and accurately recording actions taken, diagnostic information, outcomes and time taken in the support log;

d. Being accountable for responding to assigned job requests in a timely fashion and communicating with, or escalating to, other team members or external service providers, striving to meet the requirements defined under service level agreements;

e. Ensuring that all requests are completed and the action taken is communicated to the customer;

f. Helping to set and manage user expectations in relation to support service standards;

g. Developing relevant procedures and help sheets, and instructing all ICT users in appropriate practice;

h. Communicating effectively with internal clients to identify needs and evaluate alternative business solutions;

i. Contributing to the ICT professional development of users through both formal and informal training programs;

j. Continually seek opportunities to increase internal client satisfaction and deepen customer relationships; and

k. Assisting in crisis situations, which may involve complex technical hardware or software problems, drawing upon internal and external support to achieve timely and robust solutions.

3. Contribute to the security of the School's infrastructure and information by:
    a. Assisting with securing access to the School's IT infrastructure and information;
    b. Monitoring elements of the School's ICT resource for risk, threat or failure and follow preventative procedures and responses to these;
    c. Assisting with maintaining and network security systems and processes (including but not limited to firewalls, anti-virus and filtering systems etc.) in line with School policies;
    d. Contributing to monitoring, configuration, maintenance and upgrade of networking infrastructure, such as cabling, servers, routers;
    e. Contributing to configuration and maintenance of domains, VLANS, Active Directory, group policy, Exchange email and other services;
    f. Maintaining a system of information backup and storage according to School policy, and suggesting improvements to the policies and systems;
    g. Assisting with upgrades and security backups of hardware and software systems;
    h. Maintaining security systems and practices to secure and monitor School IT infrastructure and information;
    i. Maintaining practices that minimize the risk of internal and external attack to School information and facilities;
    j. Assisting the Director of e-Learning to develop and maintain disaster recovery readiness and contingency plans.
    k. Assisting with disaster recovery readiness and contingency plans.

4. Assist the effective operation of the LATS team by:
    a. Establishing or maintaining administrative procedures and practices for the LATS team;
    b. Contributing to the preparation and review of weekly, monthly and annual ICT maintenance programs;

   c. Maintaining records of assets and software licenses, including annual audit of facilities and insurance valuations;

   d. Contributing to improvements to policies, procedures and practices;

   e. Complying with and assist with the enforcement of School policies and procedures;

   f. Purchasing consumables and maintaining agreed stock levels;

   g. Building and maintaining supplier and service provider relationships;

   h. Specifying and seeking quotes and placing orders for goods and services from suppliers;

   i. Assisting with maintenance of records of assets and software licenses, including annual audit of facilities and insurance valuations;

   j. Attending periodic meetings to monitor workload, plan activities and solve issues relating to the ICT function of the School;

   k. Providing support and advice to the Director of e-Learning, members of School Leadership, the Business Managers or the Principals when required;

   l. Promoting a team culture amongst the LATS team by assisting and be willing to be assisted by, other workers in the team during periods of leave, absence or high workload so that overall objectives across the team can be met;

   m. Maintaining team communication; and

   n. Undertaking any other tasks or responsibilities consistent with the role or the grade classification, as directed by the Director of e-Learning, Director of Corporate Services or the Head of Schools.

5. Contribute to a safe and healthy workplace by:
   a. Following WHS instructions and policies;
   b. Reporting accidents and hazards;
   c. Assisting staff and students with safe use of ICT equipment and workstations;
   d. Generally caring for their own safety and that of others, including volunteers, students and parents, that may possibly be affected by actions or inaction; and
   e. Actively participating in rehabilitation and return-to-work programs.

6. Attend professional development and training required by the School, and actively seek opportunities to increase knowledge, experience and skills held.

7. Attendance at staff meetings and, where appropriate opportunities present, becoming involved in the life of the School and School events.

ESSENTIAL CRITERIA
Attributes that must be held in order to perform the job to a satisfactory standard.

Qualifications, education and professional memberships

1. Tertiary qualifications or equivalent relevant experience in the field.
2. Driver's license

Abilities, aptitudes and skills

1. Good written and verbal communication skills

2. Ability to work unsupervised, making decisions within assigned areas of responsibility, and be self-directed in goal and task setting and achievement towards these goals and tasks;
3. Ability to prepare training programs and conduct training, on either a formal or informal basis, which anticipate and meet customer expectations
4. Ability to negotiate desired outcomes
5. Time and work management skills that ensure workload is managed and deadlines met according to agreed priorities
6. Desire to understand the needs of customers, particularly having an interest in learning and administration environments
7. Strong customer focus and desire to provide a responsive service
8. Ability to assist staff with adoption of new technologies and explain technical concepts in an 'approachable' manner.
9. Strong commitment to undertake self-directed learning, independent of formal structured coursework, to ensure remains current with knowledge required for the role.
10. Ability to develop well-structured practices and a willingness to support these and promote the support of these amongst others

Experience
1. Managing (Level 1 and 2) a Windows Desktop Operating Systems Windows 8.1 and above
2. Managing Windows Server Environment at level 1 (Server 2008 and above)
3. Troubleshooting a broad range of desktop software applications including MS Office
4. Basic network troubleshooting and management
5. Experience with a broad range of ICT and related hardware
6. Direct customer focused ICT support Role

Knowledge
1. Excellent knowledge of Microsoft Office applications
2. Excellent knowledge of Microsoft Desktop Operating Systems
3. Sound working knowledge of Networks
4. Sound working knowledge Microsoft Exchange
5. Sound working knowledge of Microsoft Active Directory and associated core technologies
    a. File, Print and User/Computer Management
6. Sound working knowledge Desktop Management – Imaging/Configuration
7. Knowledge of hardware, software and policies to ensure the security and access control of information

DESIRABLE CRITERIA
Attributes which are not essential to job performance, but which enhance or extend performance.

Qualifications, education and professional memberships
1. Hold a tertiary qualification in ICT
2. Technical qualifications (any of the following)
    a. MCSE- Desktop, Server, Messaging
    b. MCSA- Server or Desktop
    c. CCNA
    d. CompTIA- A+, Network+, Project+, Server+
    e. Project management- Prince2, Agile

Abilities, aptitudes and skills

CHRISTIAN | INCLUSIVE | EXCELLENT

1. Working knowledge of Microsoft server technologies
    a. DNS, Group Policy, DHCP
2. PowerShell scripting
3. Network switch configuration L2

Experience

4. Operating and working within help desk practices
5. Maintenance of modern PABX systems or cloud based telephony
6. School Technical role providing level 1 and 2 support

Knowledge

-

AGREEMENT

The requirements of this job description are intended to describe the general nature and responsibility of work in this job. These statements are not to be construed as an exhaustive list of all duties, tasks and skills required of the job. This job description should be read in conjunction with the employee's current Employment Agreement and the Enterprise Agreement. Employees will also be required to follow any other job-related instructions and school policies, and to perform other job-related duties requested by their Immediate Responsible Manager and their Executive Leader to support the School's compliance with its legislative obligations. The Immediate Responsible Officer may, through consultation with the employee, vary the responsibilities of the position temporarily as required, but within the skills and responsibility levels appropriate to the position.

By signing this job description, I agree that it accurately reflects my role.

EMPLOYEE:	*Date*
NAME:	
IMMEDIATE RESPONSIBLE OFFICER:	*Date*
NAME:	
EXECUTIVE LEADER:	*Date*
NAME:	

INTENTIONALLY
CHRISTIAN ᛁ INCLUSIVE ᛁ EXCELLENT