



<b>Job Title:</b>	<b>ICT Support Officer – Level 1/2</b>
<b>Reports To:</b>	<b>ICT Manager</b>
<b>Direct Reports:</b>	<b>N/A</b>
<b>Section of School:</b>	Education Services
<b>Liases with:</b>	Whole School Community

<b>St Stephen's School Vision:</b>	St Stephen's School is a Uniting Church School that is Christ centred, student focused and community based
<b>St Stephen's School Values:</b>	<p>The way that we go about our business at St Stephen's is underpinned by five core values. All students, staff and Council members are expected to embrace these values as they undertake their various roles.</p> <ul style="list-style-type: none"> <li>• Faith</li> <li>• Learning</li> <li>• Care</li> <li>• Service</li> <li>• Community</li> </ul>
<b>Role and intent:</b>	<ul style="list-style-type: none"> <li>• Delivery of quality ICT technical support services to the St Stephen's school community</li> <li>• Triage incoming telephone, email, online and in person requests for assistance from users experiencing technical problems</li> <li>• Analyse, manage, resolve and / or escalate incidents or problems</li> <li>• Support the School's IT environment, including hardware, software, audio visual and business systems</li> </ul>
<b>Role requirements:</b>	<ul style="list-style-type: none"> <li>• Provide ICT technical support to all to all staff, students and the wider community at St Stephen's School</li> <li>• Assist in the management, maintenance and training of School owned devices, including but not limited to staff notebooks, classroom labs, AV systems, printers and other devices.</li> <li>• Prioritise response to support teaching and learning throughout the School in the use of digital, information and technology in accordance with the ICT service delivery standards and agreements.</li> <li>• Provide a welcoming customer service experience to students and staff who seek assistance from the ICT Service Desk.</li> <li>• Ensure that escalation of service requests and incidents to team members are qualified and contain sufficient and relevant information to facilitate fast resolution and increased customer satisfaction</li> <li>• Oversee and maintain the ICT asset register ensuring all ICT assets are accurately recorded</li> <li>• Document designated technologies, services or applications relevant to the operations of the ICT support services</li> <li>• Assist with the procurement, distribution and maintenance of School owned ICT resources.</li> <li>• Assist with the ICT component of staff onboarding and offboarding processes and issuing of devices.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensuring all systems and computers are well maintained and appropriately resourced.</li> <li>• Informal training of staff on the use of web, desktop and mobile applications and hardware devices.</li> <li>• Understand confidentiality when accessing School systems and data. Identify and report potential breaches in security, privacy, confidentiality and failure of systems or other potential risks to ICT systems or processes</li> <li>• Be proactive, customer service focused and an active contributor to the ICT Services team</li> <li>• Ensure operational efficiencies in the provision and maintenance of equipment, materials, systems, software and in maintaining an inspiring working and learning environment</li> <li>• Develop collaborative relationships with colleagues and client groups</li> <li>• Additional duties and administration support as determined by the ICT Manager</li> <li>• Undertake and apply Work Health and Safety requirements and adhere to the School's policies and procedures at all times</li> <li>• Serve as a good ambassador of the School</li> </ul>
<p><b>Key Performance Indicators:</b></p>	<ul style="list-style-type: none"> <li>• Timely, effective and positive response to customer service requests, to be measured through SLAs as defined in the IT Service Management Tool</li> <li>• Increased user satisfaction regarding the use of ICT Support Services within the School as measured in the IT Service Management tool</li> <li>• Communicate and collaborate effectively with colleagues, students and parents as part of a team</li> <li>• Ensure staff are on-boarded and device(s) provisioned prior to the commencement of their employment</li> <li>• Ensure staff exiting the organisation have returned their devices and all off-boarding processes have been finalised</li> <li>• Always act in a manner that seeks to enhance the safety culture of the School. Participate in Work Health and Safety induction and training.</li> <li>• Other KPIs will be agreed with your manager from time to time.</li> </ul>
<p><b>Selection Criteria:</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualifications or equivalent in Information Technology (or working towards)</li> <li>• At least three years hands-on experience in the ICT industry in level 1 or level 2 support-based roles</li> <li>• Experience in supporting Microsoft operating system, O365 and relevant Office applications</li> <li>• Experience with ITSM ticketing software or web-based applications</li> <li>• Experience in managing and supporting desktop, notebook and mobile hardware and software</li> <li>• An understanding of Apple hardware and operating systems</li> <li>• The Working with Children (Criminal Record Checking) Act 2004 applies for anyone working in child related employment</li> </ul>



	<ul style="list-style-type: none"> <li>• National Criminal Record Checking (except Teaching staff)</li> <li>• Commitment to high quality and professional customer service.</li> <li>• Ability to work autonomously and as part of a team.</li> <li>• Excellent communications and people skills.</li> <li>• Display a consistently high standard of ethical conduct, exhibiting honesty, integrity and understanding.</li> <li>• The ability to coach, mentor and train staff</li> <li>• Flexibility in all aspects of the position and willingness to embrace change</li> <li>• Demonstrate ability to engage collaboratively to others to achieve organisational objectives.</li> <li>• Demonstrated time management and planning skills</li> <li>• Willingness to positively and actively contribute to the Christian culture of the School</li> </ul>
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<b>I understand and accept the responsibilities as outlined in this Job Description.</b>	
<b>Signed:</b> [acceptance_status]	<b>Date:</b> [acceptance_date]
<i><b>This document was approved by Director of Finance and Administration May 2022</b></i>	

*The below information is not required to be printed*

Version	Date	Review Date	Author	Comments	Approval
3	May 2022	May 2023	Steph	Updated	LH, RG
2	Sept 2018	Aug 2020	Valery Wells	Rebranding	E-Team
1	July 2014	July 2015	Maria Moraitis	New	CFO