

## ICT HELP DESK OFFICER

### POSITION DESCRIPTION

<b>Award</b>	Victorian Catholic Education Multi Enterprise Agreement 2018 (VCEMEA)
<b>Group</b>	Education Support Officer
<b>Classification</b>	ESO-A Level 3
<b>Tenure</b>	Limited tenure
<b>Hours of work</b>	8:00am – 4:00pm
<b>Reports to</b>	ICT Services Leader
<b>Last amendment</b>	May 2022
<b>Version</b>	2.0

#### Position Summary

The role of the ICT Help Desk Officer is to support both staff and students in the use of ICT hardware, peripherals and software, and to assist the other members of the ICT Services team under the leadership of the ICT Services Leader. The ICT Help Desk Officer will work closely with all members of the ICT Service Team

<b>Key Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Certificate IV in Computing or extensive experience with industry certifications. Apple certifications and operating system knowledge is desirable but not essential.</li> <li>• Demonstrated experience working in an ICT support role.</li> <li>• Excellent communication, organisational and customer service skills.</li> <li>• Problem solving skills within an ICT context.</li> <li>• Proficient in either a Windows or Mac environment as a user, with a willingness to become and expert in the management of Mac.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Current (or ability to gain) Victorian Working With Children Check.</li> <li>• Willing to undergo a National Police Record Check</li> <li>• Be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.</li> <li>• Assist in the provision of a child-safe environment for all students</li> <li>• Demonstrate duty of care to students in relation to their physical and mental wellbeing.</li> </ul>
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>	
<b>Responsibilities</b>	<p><b>Technical Support</b></p> <ul style="list-style-type: none"> <li>• Provide first line support for any information technology issues, responding to faults in the first instance.</li> <li>• Provide assistance to staff and students by phone, email and in person.</li> <li>• Assist with training and develop training guides for staff and students.</li> <li>• Support staff, students and parents with access to and use of SIMON/PAM</li> <li>• Assist in managing links, documents and information available via SIMON</li> </ul>



	<ul style="list-style-type: none"> <li>• Help manage the deployment, configuration and security of laptops and desktops, and peripheral devices.</li> <li>• Ensure access to video conferencing is available and establish links as required</li> <li>• Troubleshoot computer hardware peripherals and equipment as necessary.</li> <li>• Liaise with vendors pertaining to repairs of computers.</li> <li>• Address, resolve and log incidents and requests.</li> <li>• Assist with set up of and access to technology equipment required for presentations, conferences etc.</li> <li>• Create a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress and handling customers with a professional attitude.</li> <li>• Work collaboratively with the ICT Services team and perform other duties as requested by the ICT Services Leader.</li> </ul> <p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Assist in the documentation of ICT policies and procedures and prepare correspondence for staff, parents, or students as required.</li> <li>• Update Service Tickets and Asset Information.</li> <li>• Assist with compilation and management of ICT Asset Registers.</li> <li>• Proactively manage stock levels of consumables, spares and replacements.</li> </ul>
<p><b>Skills &amp; Attributes</b></p>	<ul style="list-style-type: none"> <li>• Competent in the development and application of professional knowledge in the ICT area, including the ability to provide timely support and advice to the Executive team.</li> <li>• Ability to identify, analyse and problem solve diverse ICT problems, and apply expertise to make a decision to rectify in a timely manner.</li> </ul>
<p><b>Memberships</b></p>	<ul style="list-style-type: none"> <li>• ICT Service Team</li> <li>• Any other teams of project groups established as required.</li> <li>• Work collaboratively with the ICT Services team and perform other duties as required by the ICT Services Leader or Principal.</li> </ul>
<p><b>Professionalism &amp; Ethos/Mission of the College</b></p>	<ul style="list-style-type: none"> <li>• A demonstrated understanding of the ethos of a Catholic School and its mission.</li> <li>• Is punctual for all duties</li> <li>• Presents self appropriately, following dress code as required.</li> <li>• Keeps privileged information to which he/she is privy by virtue of the employment position confidential.</li> <li>• Responds to own training/development needs.</li> <li>• Seeks feedback on own performance.</li> <li>• Maintains highly effective working relationships with all staff.</li> <li>• Co-operates with colleagues to achieve the implementation of all College Policies and procedures.</li> <li>• Participates in meetings as required.</li> </ul>
<p><b>Occupational Health &amp; Safety Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Ensure, so far as is reasonably practicable, that work/study/classroom areas under your control are without risk to health and safety of occupants</li> </ul>



# Catholic College

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- To have knowledge of, and comply with the College's OHS policies and procedures
- To comply with all safe work practices, ensuring reasonable care of your own health and safety and that of other staff, students and visitors
- To report all incidents and/or potential hazards to the relevant persons as soon as possible.