POSITION DESCRIPTION
ICT Technician – Helpdesk Support

POSITION TITLE: ICT Technician – Helpdesk Support
LEVEL: Level 2 Category A Administration Staff Salary Schedule, conditions in accordance with The Roman Catholic Archbishop of Perth Non-Teaching Staff Enterprise Bargaining Agreement 2012 and Appointment of Staff in Catholic Schools 2-C6 policy
HOURS: 37.5 hours per week with flexibility to accommodate after hours work as required

ORGANISATIONAL RELATIONSHIPS
Position reports to: ICT Manager
Supervision of: N/A
Internal Liaison: All departmental staff and students
External Liaison: Community groups, College suppliers, general public, parents or guardians

POSITION OBJECTIVES

• To assist the ICT Manager to maintain the day to day operation, security, reliability and smooth running of the College’s ICT network.
• To provide front line ICT technical support to users.

POSITION ACKNOWLEDGEMENT AND ACCEPTANCE

The details contained in this document are an accurate statement of the position’s responsibilities and requirements.

Signature: ________________________________
DELEGATE ________________________________
DATE ________________________________

Signature: ________________________________
EMPLOYEE NAME ________________________________
DATE ________________________________

St. Brigid’s College | ICT Technician – Helpdesk Support February 2015
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CORPORATE ACCOUNTABILITY

- Comply with the College’s Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in activities that may represent a conflict of interest with the obligations and responsibilities of your role/position.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high level issues.
- Display and promote the type of leadership and activities that will positively influence team culture and business performance.
- Deliver effective use of the College’s resources (staff, equipment and other) within the levels of accountability.
- Ensure compliance with the College’s corporate values in the management and delivery of programmes, as follows:-
  - Continuous improvements.
  - Organisational wellbeing.
  - Customer service.
  - Money matters.
  - Safety.

KEY DUTIES / RESPONSIBILITIES

Helpdesk and Technical Support

- Work under the general supervision of the ICT Manager, receive instruction on what is required and how it is to be performed.
- Carry out duties in relation to maintaining, installing, servicing computer and computer-related software and hardware as directed.
- Maintain an accurate list of ICT equipment including audio visual enabled rooms (e.g. classrooms), and the cyclic upgrade of them.
- Maintenance of digital signage systems throughout the school.
- Develop and maintain an annual schedule for ICT equipment including audio visual events and requirements.
- Prioritise and provide accurate ICT Help Desk support for students and staff who require ICT assistance in relation to use of and access to College ICT resources.
- Collaborate with ICT colleagues on ICT issues that arise and possible solutions.
- Document and regularly report on Help Desk and classroom issues and processes.
- Assist in investigating, analysing and resolving hardware problems including performing hardware repairs, maintenance, technical assistance and support on all computing equipment and peripherals.
- Assist in system upgrades, install, integrate, customise, configure and test new systems and hardware, and resolve configuration conflicts and errors.
- Assist in providing general technical assistance and maintenance support on diverse software applications, operating systems and hardware systems to end users.
- Create, change, and delete user accounts per request.
- Assist with invoicing and purchase orders.
- Assist in the development, administration and maintenance of a Standard Operating Environment for all workstations and servers for students, staff and the community. Apply OS...
patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services and applications as necessary.

- Assist in managing the College’s telephone account and associated mobile phones. Administer IP telephones moves, add and changes and voice mail.
- Assist with the development and responsible for performing light programming (usually scripting, which involves writing programs to automate tasks), and assist with crystal reports creation, development and maintenance for business applications.
- Assist in project development and implementation with technical issues including technical analysis and design, support of operations staff in executing, testing and rolling-out the solutions.
- Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.
- Perform regular security monitoring to identify any possible intrusions.
- Perform regular file archival and purge as necessary.
- Manage other system wide software such as antivirus.
- Other duties as assigned by ICT Manager.

EXTENT OF AUTHORITY
Authority to act within established practices and to make decisions within clearly established guidelines.
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REQUIREMENTS OF THE POSITION

Working Relationships:
• ICT Manager;
• ICT Staff;
• Director of Business;
• All staff and teachers;
• Parents and parent groups;
• Students;
• Vendors and external contractors

Key Results Areas:

Behavioural Descriptors:
• Use initiative and take responsibility for all tasks undertaken.
• Exercise judgement and solve problems within the scope of the position.
• Undertake tasks with confidentiality, accuracy, professional competency and within prescribed deadlines.
• Maintain confidentiality at all times.
• Undertake safe work practices.
• Undertake other duties as directed.

Team Participation:
• Work closely and cooperatively with all staff members.
• Contribute positively and constructively with the College community.
• Ensure performance consistent with the ethos, aims and objectives of the College.
• Capacity to manage multiple reporting lines proactively and constructively.

ICT Helpdesk/Technical Support Outcomes:
• Undertaking the task of resolving ICT Front Desk queries, incoming calls and emails to Helpdesk queue/system in a timely manner including the management of helpdesk tasks scheduling and escalation of issues.
• Undertaking the task of maintaining an accurate list of all ICT equipment and peripheral (including audio visual equipment and telephones/mobiles) and management of the set up and installation, inspection, repairs and maintenance, purchasing and liaise with external vendors for upgrades and maintenance.
• Undertaking of the task of maintaining of the College’s network infrastructure, which includes install, configure, and support of all the computing equipment within the College’s local area network (LAN), Internet/Intranet systems, network switches, wireless access points, servers, VoIP, Business systems and applications, etc._ Monitor network to ensure network availability to all systems, users and perform necessary maintenance to support network availability.
• Undertaking of the tasks of configuration of the hardware devices, testing new software, assist in the designing the structure of the network, maintain network hardware and software and engaged in the inventory and organization of different types of software and hardware resources.
• Contribute in the creation and maintenance of documentation, which has technical information such as the development and maintenance installation and configuration, and end users procedures and instructions.
• Contribute to and maintain high ICT system standards.
• Contribute to the implementation of procedure changes for the College's ICT helpdesk operation.
• Research and recommend innovative, and where possible automated approaches for Helpdesk Support and administration tasks. Identify approaches that leverage our resources and provide economies of scale.
• Participates in technical research and development to enable continuing innovation within the network infrastructure.
• Maintain a high level of quality customer service standards when dealing with problems and responding to calls for assistance.
• Confers with staff, end-users, supervisors, and managers to determine support requirements for new features, applications or the College's ICT system functionality.

**People Management:**
• Promote a work environment that empowers, motivates and develops the diverse talents of people and ensures an optimum level of appropriately skilled employees.
• Address issues and conflict resolution.
• Train staff and students on ICT instructions and procedures to assist them with future ICT issue resolution.
• Assist with the scheduling of helpdesk/technicians tasks.
• Maintain the implementation of procedure changes for the College's ICT helpdesk operation.

**Customer Outcomes:**
• Exhibit awareness of the need for sensitivity in dealing with all members of the St Brigid’s community together with those in the wider community.
• Identify and meet internal and external customer needs and ensure that agreed customer expectations such as timely and accurate responses are met.
• Deliver exceptional customer experiences.
Experience and Qualifications:
- Demonstrated competent level of computing and administrative skills including word processing and spread sheets.
- Ability to maintain confidentiality of records and information.
- Ability to maintain both paper-based and electronic records and filing systems.
- Ability to deal with ambiguity, pressure and change and readily adapt to new environments and subject matters.
- Demonstrated commitment to contributing to a positive and constructive team environment.
- Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines.
- Ability to work effectively in a busy environment.
- Ability to cultivate productive working relationships in a small team environment.
- A high level of initiative and ability to achieve results.
- Excellent communication and team-working skills.
- Strongly developed interpersonal and communication skills, including well developed listening and presentation skills.
- Understanding of risk management principles.
- Understanding of the principles of Equal Opportunity, Industrial Democracy and Occupational Health and Safety.
- A clear commitment to the objectives and ethos of Catholic Education.

Qualifications / Training

**Essential**
- Suitable qualifications and/or experience in relevant field.
- Commitment to the values of St Brigid’s College;
- Current Working with Children Check;
- Current cleared ‘Crim Trac’ National Police History Check;
- Completed, or undertake to complete Accreditation to Work in a Catholic School;
- Be an Australian or New Zealand citizen or have permanent residency in Australia, or have a visa with relevant Australian work rights from the Department of Immigration and Citizenship.

**Desirable**
- Knowledge of public relations, communications and general marketing principles.
- Current WA “C” class drivers licence

Personal Attributes
- High standard of ethical and professional behaviour;
- Initiative;
- Flexibility;
- Reliability;
- Strong people and telephone skills;
- Ability to work cooperatively as part of a team;
- Ability to work independently as necessary;
- Ability to communicate well with a wide range of people; and
- Commitment to continued professional and personal development.