

- Provide detailed timely and responsive ICT support to staff and students, ensuring effective assistance with both hardware and software issues, ensuring they have the necessary resources to carry out desired tasks and activities.
- Monitor and maintain ICT systems and related computer, network and server applications to ensure the school maintains a professional ICT service to meet the needs of its users. As required, seek support from CEO ICT staff to achieve this.
- Assist with application programming to optimise the effective use of ICT systems, consistent with CESA policies, procedures, and practices.
- Monitor and maintain hardware and software components of a computer network consistent with CESA ICT protocols and resolve routine ICT operational matters

- Attend to Office 365 Administration duties including the addition and removal of users, security and device management, password management and other duties as required.
- Monitor the performance of and carry out or arrange repairs to specialised equipment in a timely and effective manner.
- Replace inks and toners and action any required printer maintenance.
- Establish appropriate ICT filing and cataloguing systems adhering to security and privacy protocols.
- Remain current regarding CESA ICT systems, policies, procedures, protocols, and practices.
- Identify and recommend training needs to support staff professional development activities to achieve ICT proficiency.
- Undertake timely corrective maintenance tasks in response to necessary, emergency or critical situations which may include out of hours.
- Assist with the administration of the College ICT device program including the management of warranty and insurance claims, as required.
- Contribute towards the maintenance and development of ICT operations manuals.
- Maintenance of the ICT Asset Register for equipment, software and hardware.
- Actively and positively engage in school activities, required training, professional development, and performance reviews, as applicable.
- Undertake any other duties as required by the Principal (or delegate)

Cyber Security

- Manage user accounts, permissions and access rights to ensure staff and students have appropriate access while protecting sensitive information.
- Detect, respond to, and escalate cybersecurity incidents in a timely manner. Maintain logs and records of any breaches or attempted intrusions.
- Assist with the enforcement of IT security policies and procedures, ensuring they are understood and followed by all users.

Audio/Visual

- Provide audio/visual support across all technologies such as:
 - PA Systems
 - Sound/hearing Systems
 - Auditorium Systems
 - Music Lighting and sound systems
 - Video conferencing / online meetings
- Assist with sound and lighting operations for stage performances, such as:
 - Assemblies
 - Masses
 - Dance, drama and music events
 - School productions
 - Parents evenings
 - College tours
 - Staff gatherings and meetings
- Operate and support a wide range of audio and visual equipment.
- Support, maintain and train staff in the use of Virtual Reality (VR) headsets, and associated equipment.

Work Health and Safety

- Ensure compliance with WHS policies, practices, and priorities, within area of responsibility.
- Maintain ICT equipment to meet all WHS obligations and requirements.

- Ensure adequate protective clothing and equipment is available and properly utilised when undertaking tasks requiring it.
- Assist in conducting WHS inspections and audits, and take appropriate corrective actions, as required.
- Participate in any WHS-related activities, as required.

Person Specification

- Ability to demonstrate practical support for the Catholic Ethos of the College.
- Extensive ICT technical capabilities and able to apply a broad knowledge base incorporating theoretical concepts with substantial depth in ICT issues.
- Extensive Microsoft 365 experience, including the Administration of Microsoft Intune, Exchange, & Teams.
- Analyse, diagnose, design, and implement solutions across a broad range of technical functions including undertaking research to obtain guidance as required in the achievement of stated objectives.
- Demonstrate a high degree of initiative, discretion and capacity to program and prioritise work activities to achieve required outcomes in a timely manner.
- Able to evaluate information and use for forecasting, planning or research purposes.
- High level customer service skills with an ability to interact positively with all members of the school community.
- Excellent communication and interpersonal skills to foster collaboration, flexibility in area of speciality and lead and support team members relevant to role requirements.
- Effective time management and organisational skills and able to take responsibility for own outcomes within broad parameters as well as take limited responsibility for the achievement of ICT team outcomes.
- Proven capability in ensuring confidentiality and system safeguarding.
- Flexibility to be contactable and available out of hours to undertake necessary maintenance to minimise impact on users, on occasion, and in cases of emergency or critical situations.
- Proficient in Work, Health and Safety practices, ensuring compliance with relevant policies and demonstrating safe work practices consistently.
- Commitment to continuous learning to remain current in area of speciality relevant to role requirements.
- Willingness to positively contribute to and participate in school activities, required training and professional reviews

Role Requirements

- A Diploma of Information Technologies (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role.
- Act in accordance with the CESA Code of Conduct and the Charter for Staff in Catholic Schools in South Australia.
- Current and acceptable Working with Children Clearance and screening to work in Catholic Education SA.
- Acquire and maintain Catholic Police Clearance to work in Catholic Education SA.
- Current Responding to Risks of Harm, Abuse & Neglect – Education and Care certificate.
- First Aid certificate (HLTAID012).
- Disability Standards for Education training
- As a worker, comply with the SA Work Health & Safety Act 2012 and, while at work, take reasonable care for their own health and safety.
 - Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
 - Comply, in so far as you are reasonably able, with any reasonable instruction given by the employer.

- Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

Being vaccinated against COVID-19 is not mandatory for CESA staff. It is highly recommended for all CESA staff to maintain vaccination status as recommended by the policy.

Performance Review

It is expected that the employee will undertake a Performance Review at a mutually agreed time with the employer as per the Catholic Schools Enterprise Agreement 2020 (as amended).

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.