Position Information Document
ICT/Audio Visual Support Officer

Location:	Xavier College – Gawler Belt, Two Wells, Evanston
Employment Status:	Permanent, Full-time
Classification Level:	As per CESA Enterprise Agreement 2020
	Education Support Officer, Grade 3, Resources
Normal Hours of Work:	8.30am – 4.30pm Mon – Fri (1/2 lunch break)
Stipulated number of ordinary hours	37.5 hours per week, 48 weeks per year

Reporting Relationship

The ICT/Audio Visual Support Officer will be responsible to the ICT Operations Manager and work collaboratively with the ICT Team and the Head of Digital Technology on a day-to-day basis and is ultimately responsible to the College Principal.

Broad Purpose

The ICT/AV Support Officer will actively support and contribute to the Catholic Identity and Salesian ethos, mission, and vision of Xavier College and will adhere to the guiding principles of the Living, Learning Leading Framework which outlines CESA key capabilities, skills, knowledge and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives.

RUAH is the Hebrew word for Breath of God – this will translate as Respect; Understanding: Affection and Humour. These are guiding principles that are intrinsic to our treatment of self and each other. They complement the Salesian Charter of:

- A Home that welcomes

- A Parish that evangelises

- A School that prepares for life

- A Playground where friends meet and enjoy themselves

Receiving little direct supervision, ICT/AV Support Officer will provide an effective and timely response to hardware and software support of predominantly AV equipment and provide ICT assistance where required. The ICT/AV Support Officer will work in collaboration with the ICT Team and the Head of Digital Technology under the direction of the ICT Operations Manager to ensure ICT & AV activities comply with CESA system requirements and protocols.

This role is expected to liaise with CEO ICT staff as required, to ensure school ICT activities comply with CESA system requirements and protocols.

Key Responsibilities

- Provide a timely and responsive professional AV and ICT support service to staff and students to ensure they can effectively carry out their required ICT activities, including support for school events. Demonstrate the effective use of AV/ICT hardware and software to staff and students to improve user knowledge and use during performances, events and activities.

- Respond to written and verbal communications and provide user assistance and support for a variety of AV/ICT services including installation of applications, programs, and hardware.

- Assist staff to navigate through the operation of AV solutions to enable them to support and enhance learning activities.

- Prioritise urgency of competing demands for ICT support, maintaining effective communication and follow-up to ensure users remain informed and receive appropriate support.

- Assist in planning and coordinating AV system upgrades, replacements, repairs, and installations by collaborating with teaching staff to identify needs, sourcing and evaluating equipment and scheduling approved activities.

- Optimise the effective use of hardware and software applications and associated technical equipment, consistent with CESA policies, procedures, and practices.

- Support the effective administration of the school's ICT device program, including the coordination of warranty and insurance claims, liaison with external repairers, monitoring of ICT consumables, and maintenance of the ICT Asset Register.

- Contribute to the development and ongoing maintenance of ICT operational procedures, including operations manuals and registers in line with CESA standards.

- Remain current with CESA ICT systems, policies, procedures, protocols, and practices 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

- Undertake timely scheduled and corrective maintenance tasks in response to, necessary, emergency or critical situations which may include out of hours.

- Actively and positively engage in school activities, required training and development, and professional reviews.

- Undertake any other duties as required by the Principal (or delegate).

Work Health & Safety

- Ensure compliance with WHS policies, practices. and priorities, within area of responsibility.

- Maintain ICT equipment to meet all WHS obligations and requirements.

- Maintain the ICT Office area, ensuring it is safe secure and conforms to WHS requirements

- Ensure adequate protective clothing and equipment is available and properly utilised when undertaking tasks requiring it.

- Participate in any WHS-related activities, as required.

Person Specification

- Ability to demonstrate practical support for the Catholic Ethos of the College

- A Certificate IV in Information Technologies and/or Audiovisual Technologies (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role. Experience with systems and software used in schools is highly desirable.

- Technically competent and well experienced with a broad knowledge base incorporating a range of theoretical concepts to provide professional AV/ICT support, system and software set up whilst operating a variety of ICT equipment. Experience operating audio visual, lighting and sound equipment is essential. Experience with systems and software used in schools is highly desirable.

- Proficiency in using a computer and applicable programs, and the ability to operate a broad range of office and other ICT equipment, including some specialist equipment.

- Sufficient knowledge to operate within set budget parameters.

- Demonstrated strong customer service skills and the ability to interact positively with all members of the school community.

- Strong communication and interpersonal skills to foster collaboration, flexibility and be an effective member of a team.

- Experienced in taking responsibility for own outcomes in relation to specified quality standards which may involve significant initiative and responsibility.

- Ability to work with little direct supervision and take direction on broader technical aspects of the work and identify and apply skill and knowledge in some depth to most matters to achieve required work output and objectives.

- Effective time management and organisational skills and ability to prioritise tasks to meet timelines for required outcomes.

- Ability to apply solutions to a range of problems and analyse and plan approaches to technical and related problems, including locating, analysing and evaluating information from a variety of sources.

- Demonstrated ability to maintain appropriate 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.

- Working knowledge of relevant 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 participate in school activities, undertake training and professional reviews.

- Flexibility to work out of hours, at events, as required by the College.

Desirable

- Previous experience in a school ICT environment.

Role Requirements
- 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.

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.