Position Information Document

ICT Support Officer

Location:	Xavier College – Gawler Belt, Two Wells, Evanston, Riverlea
Employment Status:	Permanent, full-time
Classification Level:	As per CESA Enterprise Agreement 2020
	Education Support Officer, Grade 3, Resources
Normal Hours of Work:	8.00am – 4.00pm Mon – Fri (1/2 lunch break)
Stipulated number of ordinary hours	37.5 hours per week, 48 weeks per year

Reporting Relationship

The ICT Support Officer will be responsible to the ICT Operations Manager and work collaboratively with all members of the ICT team on a day-to-day basis and is ultimately responsible to the Principal (or delegate).

Broad Purpose

The ICT 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, the ICT Support Officer provides an effective and efficient service to staff and students to meet their day-to-day Information Communication and Technology (ICT) needs. They will work collaboratively with the ICT team to ensure the role contributed towards College goals and objectives.

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

Key Responsibilities

- Provide timely and responsive ICT support to staff and students, assisting with both hardware and software issues to ensure staff and students have the necessary resources to carry out desired tasks and activities.

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

- Demonstrate the effective use of hardware and software to staff and students to improve user knowledge and use.

- Consistent with CESA ICT protocols, monitor the performance of ICT systems, including computer, network, and server applications and identify, solve, and rectify routine ICT operational problems.

- Support the use of ICT systems and applications, consistent with CESA policies, procedures, and practices.

- Provided routine support for computer hardware and network connectivity issues, resolving day-to-day ICT operational matters in line with CESA ICT protocols.

- Respond to written and verbal communications in a 'help desk' type environment and provide user assistance and support, and installation with applications, programs, and hardware.

- Establish and maintain effective electronic filing systems to meet legislative compliance and privacy requirements regarding technology resources and the needs of the school.

- Assist students to navigate through software issues or overcome system failures to enable them to support their 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.

- 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.

- Support Office 365 administration duties, including the addition and removal of users, password management, security and device management.

- Administer the College ICT device program to staff and students, including management of warranties and insurance claims for damaged or faulty devices as required.

- Assist in maintaining the ICT Asset Register for hardware and software.

- Undertake routine corrective maintenance tasks as required, including emergency or critical situations which may include out of hours.

- 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).

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
- Technically competent and well experienced with a broad knowledge base incorporating a range of theoretical concepts to provide professional ICT support, system and software set up whilst operating a variety of ICT equipment.

- 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.

Role Requirements

- A Certificate IV in Information 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

- 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.

    o Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.

    o Comply, in so far as you are reasonably able, with any reasonable instruction given by the employer.

    o 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.