

Chairo Christian School

ABN 12 451 824 370

CHAIRO PARENT GOVERNED CHRISTIAN EDUCATION LTD. ACN 659 952 299

~ POSITION DESCRIPTION – ICT Administration Assistant ~

Position Title ICT Administration Assistant

Appointed by Executive Principal

Reports to Head of ICT

Directed by Head of ICT

RESPONSIBILITIES AND DUTIES

Overview

The ICT Administration Assistant is part of the ICT Team and seeks to provide high-quality administrative and systems support to the team and ICT-related tasks within the school. Focusing on delivering client-centred, solution-focused ICT systems and services to staff, students and parents of Chairo Christian School.

Teamwork within the School

As a team player in this School you will use your knowledge to assist in further developing and maintaining a school environment for all that:

- Is founded on the person of Jesus Christ and honours Him in all that we do.
- Is a community in which Christian love and concern are woven into the task of learning.

To help achieve this you will be required to:

- Model a lifestyle that reflects Christian practice and beliefs in your everyday work.
- Work positively towards the success of School activities and traditions.
- Further a positive and enthusiastic work environment.
- Be aware of your membership in the Christian community and respect and support the directions of the School through the leadership of the Board and the Principal.
- Strive for excellence in your performance and participate in performance management processes to enhance your performance.
- Ensure your knowledge and skills are current and that your work contributes to the learning and spiritual needs of the students.
- Build cooperative and supportive relationships with the Board, Principal, teachers, support staff, students and parents.

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- Model the use of appropriate and proper channels of communication.
- Work to ensure personal and professional best practice.
- Support and act in the best interests of the School, the Association and its ethos.

Specific Areas of Responsibility

- Provide a high level of administrative support to the ICT Team.
- Assist in maintaining the users and procurement of licenses for educational applications.
- Assist in maintaining data within the school's applications and systems.
- Provide administrative support to the ICT Team across multiple campuses.
- Record and prioritise support and training requests using the service desk system.
- Utilise software systems and tools to support and develop process efficiencies.
- Assist in the delivery of training for software systems to staff, students and parents in collaboration with the ICT Team, relevant Chairo staff and external providers.
- Create and maintain support and training documentation.
- Assist the Head of ICT in delivering professional development to staff.
- Undertake or participate in ICT Services team-related projects as directed by the head of ICT.
- Participate as an effective team member, collaborating where appropriate to resolve issues.
- Any other administrative duties as directed by the Head of ICT.

Key Performance Indicators

- Support and advice provided to clients must meet or exceed any Services Communication Policies.
- Support tickets are responded to within an appropriate timeframe for the task, urgency and as detailed by the Services Priority Policy.
- Create and maintain accurate and up-to-date documentation.
- Projects undertaken are completed and implemented in line with the agreed specifications.
- Additional KPIs as needed and as discussed and agreed to by the Head of ICT.

Accountability

The ICT Administration Assistant is responsible to and directed by the Head of ICT.

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Child Safety Responsibilities

All staff members are required to be familiar with the contents of Chairo's Child Safety & Wellbeing Policy and Child Protection Program, and with their legal obligations with respect to the reporting of child abuse. It is each individual's responsibility to be aware of key risk indicators of child abuse, to be observant, and to raise any concerns they may have relating to child abuse with one of the school's Child Protection Officers.

- Child Safety specific experience, qualifications and attributes
 - Display a high level of integrity and trust
 - Ability to role model the school's values
 - Experience in working with children
 - An understanding of appropriate behaviours when working with children.

Qualifications, Experience and Requirements

- Required
 - Excellent time management and interpersonal skills.
 - Ability to perform well in a team environment.
 - Ability to communicate effectively to colleagues, staff members and students, taking into account the wide variance in skill level and understanding.
 - Be an active Christian who regularly and frequently attends a Christian church or fellowship and in addition be prepared to uphold the school's values and be supportive of, in agreement with, and willing to adhere to the Constitution of the Company.
 - An ability to maintain a high level of confidentiality.
 - A high standard of computer literacy (MS Word and Excel) and keyboard skills.
 - Appropriate experience in administration
 - Excellent people skills and communication skills including telephone manner.
 - Ability to work under pressure.
 - Readiness to undertake training as required.
 - A willingness to learn, and follow direction, school policy and procedures.
 - A current Working with Children's Check.

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- Desirable
 - A current Victorian driver's license.
 - Flexibility of time availability.
 - Previous IT support experience.

Other relevant information:

- You will be expected to participate in regular meetings. Some after hours and weekend work may be required.
- Remuneration is negotiable dependent on qualifications and experience.