



POSITION Description



ICT Support Officer POSITION DESCRIPTION

Accountable to:	Principal
Line Manager:	Director of ICT
Tenure:	Ongoing
Hours:	8:00am – 4:36pm with access to a one (1) hour unpaid lunch break
Category:	A, access to four (4) weeks annual leave per year
Classification:	Education Support Level 2

St Patrick's College is a Catholic secondary school for boys in the Edmund Rice tradition. As a day and boarding school for boys in Years 7 to 12, we are proud of our rich tradition serving the educational needs of young men from Ballarat, Western Victoria and beyond since 1893.

Central to the mission of the College is an unequivocal commitment to fostering the dignity, self-esteem and integrity of all students. This provides them with a safe, supportive and enriching environment to develop spiritually, physically, intellectually, emotionally and socially. The College is committed to achieving excellence in all its forms.

St Patrick's aspires to be faithful to the Touchstones of a Catholic School in the Edmund Rice tradition; these touchstones are Liberating Education, Justice and Solidarity, Gospel Spirituality and Inclusive Community. St Patrick's College is an organisation committed to Child Protection and to the implementation of Child Safeguarding policies, procedures and practices.

At St Patrick's College, we aim to create a joyful workplace that celebrates the uniqueness of every staff member. We believe our staff are our greatest asset, and we are committed to ensuring that, through collaboration, teamwork, continuous professional learning, and support, all staff have the opportunity to reach their full potential and make their best contribution to the College.

We understand that fostering a positive and supportive environment for our staff directly impacts the quality of education and care we provide for our students. By empowering our staff, we ensure that they are best equipped to inspire and guide our students to achieve their fullest potential. Together, we strive to create an environment where both staff and students flourish in a culture of excellence.

POSITION SUMMARY

The ICT Hub provides assistance to all staff and students at the College with IT support and a wide range of technical issues ensuring optimal operational efficiency.

The ICT Support Officer is the initial contact point in the ICT Hub, assessing and responding to all computer related problems over the phone and in person. When possible, the Support Officer will provide immediate assistance to resolve the problem, ensuring students and teachers can return to their activities without significant disruption.

DUTIES AND RESPONSIBILITIES

General Duties

- Providing the initial contact in person and over the phone for the ICT Hub
- Resolving problems for teachers and students and / or escalating problems to others in the team when required
- Monitoring the ticketing system and allocating tickets across the ICT Team
- Managing College loan equipment (spare laptops and mobiles phones used for excursions)
- Maintaining booking and registers
- Servicing / Updating devices
- Downloading media from mobile phones for Development team to assess
- Logging laptop repairs with the College service provider
- Providing minor repairs as appropriate
- Assisting the ICT team with seasonal activities:
 - student / staff onboarding and offboarding
 - New laptop deployment
 - Student ID card printing
 - Staff photo register
 - Maintaining the College phone register
 - File and Faculty Library (SharePoint) permission maintenance
 - Supporting the College database - SIMON Schools

Policies and Procedures

The ICT Support Officer will manage and document all related policies and procedures to ensure they meet current legislative requirements, are aligned to the identified strategies of the College and will ensure all policies and procedures are reviewed within set parameters

Child Safety

The ICT Support Officer will comply with the College's Child-Safeguarding Policy and Code of Conduct and any other policies or procedures relating to child safety, assist in the provision of a child-safeguarding environment for students, and demonstrate a duty of care to students in relation to their physical and mental wellbeing.

The ICT Support Officer will work collaboratively with the Principal and the Leadership Team to ensure the College meets its ongoing obligations in respect of child safeguarding initiatives including as required by the Child Safety Standards set out in the *Education and Training Reform Amendment (Child Safe Schools) Act 2015* (Vic), Ministerial Order 1359 and the EREA National Safeguarding Standards.

Occupational Health and Safety

The ICT Support Officer will contribute, as required to ensure the College meets its health and safety duties and obligations under the *Occupational Health and Safety Act 2004* (Vic). This includes supporting the Principal or their delegate in responding to critical incidents and ensure alignment with relevant health and safety policies.

Risk Management

The ICT Support Officer will ensure all reasonable steps are taken to identify and manage foreseeable risks relating to the activities and operations of the College, including the development of risk management plans as required in accordance with College policies and procedures.

Other Duties

The ICT Support Officer will perform any other duties commensurate with their skills and experience which are required by the Principal or their delegate from time to time.

EXPERIENCE AND QUALIFICATIONS

- A qualification in a related discipline or equivalent experience in a customer facing environment
- Experience with the following systems:
 - Active Directory
 - Office 365
 - Windows 10 / 11
 - Current Drivers Licence
 - Current Working with Children Check (Employee status)
 - National Police Check (valid to within 2 years)
 - Entitled to live and work in Australia

KEY SELECTION CRITERIA

The following Key Selection Criteria will be used in the selection and appointment of this role. Candidates are to provide a written response as part of their application.

1. Understanding of and demonstrated commitment to the Catholic ethos and tradition of the College, and its Four Pillars – Faith, Tradition, Excellence and Joy.
2. A qualification in a related discipline or equivalent experience in a similar role.
3. Strong verbal and written communication skills with experience in communicating with diverse range of people.
4. Demonstrated experience and capacity to work as part of a team
5. Demonstrated strong troubleshooting skills and capacity to quickly adapt to new environments, technologies, and situations.
6. Demonstrated capacity to fulfill the Duties and Responsibilities set out in the position description above.

STATEMENT OF COMMITMENT TO CHILD SAFETY

St Patrick's College endorses, implements, and complies with the EREA Statement of Commitment to Child Safety.

St Patrick's College's commitment to child safety is based on the following overarching principles that guide the development and regular review of our work systems, practices, policies, and procedures to protect children from abuse.

1. All children have the right to be safe
2. The welfare and best interests of the child are paramount
3. The views of the child and a child's privacy must be respected
4. Clear expectations for appropriate behaviour with children are established in the Child Safety Code of Conduct
5. The safety of children is dependent on the existence of a child-safe culture
6. Child safety awareness is promoted and openly discussed within our College Community
7. Procedures are in place to screen all staff, external education providers, contractors, and volunteers who have direct contact with children.
8. Child safety and protection is everyone's responsibility
9. Child protection training is mandatory for all College Advisory Council members, staff, and volunteers
10. Procedures for responding to alleged or suspected incidents of child abuse are simple and accessible for all members of the College Community
11. Children from culturally or linguistically diverse backgrounds have the right to special care and support including those who identify as Aboriginal or Torres Strait Islander
12. Children who are vulnerable have the right to special care and support
13. Children who have any kind of disability have the right to special care and support

EMPLOYMENT AT ST PATRICK'S COLLEGE

Prospective applicants should consider that all employees at the College are expected to:

- Support the ethos and aims of Catholic education in the Edmund Rice Tradition
- Operate with Gospel Values of compassion, justice, truth and service at the core of your dealings with students, parents, staff and the wider community
- Have an awareness of, and support for, the Charter and key EREA policies, procedures and practices
- Be familiar with and have the ability to work towards achieving the goals outlined in the Strategic Plan
- Display a high level of professional competency and ensure that behaviour and personal presentation reflect the College's values and professional expectations
- Develop the notion of team wherever possible, encouraging cohesion and enthusiasm
- Be committed to self-development and ongoing professional development
- Be supportive of the social justice, cultural and sporting co-curricular programs of the College
- Have knowledge/awareness of Occupational Health & Safety, Equal Opportunity and Anti-Discrimination requirements applicable in the work environment