

POSITION DESCRIPTION

ICT Services Coordinator – St Catherine



The ICT Coordinator – St Catherine Campus reports to the Principal through the Director of ICT and the ICT Manager and responsible for the effective delivery of ICT support, maintenance, and service coordination at the St Catherine campus. The role ensures that all ICT systems, devices, and services operate reliably and efficiently to meet the needs of staff and students.

The ICT Services Coordinator works collaboratively with other ICT team members across the College to provide high-quality, customer-focused ICT support.

CHILD SAFETY:

Every person employed or volunteering at Kolbe Catholic College has a responsibility to understand the importance and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all they do and every decision they make

Such responsibility requires employees to:

- Providing a child-safe environment.
- Being familiar with and complying with the school's child-safe policy and code of conduct, along with other child safety-related policies.
- Proactively monitoring and supporting student wellbeing.
- Exercising pastoral care reflecting school values.
- Implementing strategies to promote a healthy and positive learning environment.

LOCATION

The primary place of work is St Catherine campus. However, at the Principal's and the Director of ICT discretion the ICT Services Coordinator may be required to perform duties at St Clare or any other campus operated by Kolbe Catholic College.

RESPONSIBILITIES:

ICT Service Delivery

- Provide timely and effective ICT support to staff and students at the St Catherine campus.
- Troubleshoot and resolve ICT/AV issues, escalating complex matters to the ICT Manager or other specialists as required.
- Coordinate the campus ICT helpdesk function, ensuring requests are prioritised and resolved within agreed timeframes.
- Assist in the setup, maintenance, and troubleshooting of ICT equipment, software, and network systems.
- Support the implementation of College-wide ICT initiatives at the campus level.

Equipment and Systems

- Maintain campus ICT hardware, devices, and related inventory in accordance with College procedures.
- Assist with the management of the College's Device Program, including repairs, replacements, and deployments for the St Catherine campus.
- Ensure campus ICT systems comply with College ICT policies, OHS requirements, and security standards.

Stakeholder Engagement

- Build positive working relationships with campus staff and students to understand and meet ICT needs.
- Liaise with the ICT Manager and other ICT staff to coordinate cross-campus projects and ensure consistent service delivery.
- Provide guidance and technical advice to staff and students on the effective use of ICT tools and systems.

Documentation and Compliance

- Maintain accurate records of campus ICT assets, support requests, and issue resolutions.
- Ensure campus ICT operations align with College policies, child safety requirements, and relevant legislative standards.

OTHER DUTIES

- Other duties as required or negotiated with the Principal or the Director of ICT.
- Attend non-teaching staff and whole staff meetings as required.
- Undertake regular professional learning to maintain a high-level awareness of current and best practices in ICT and knowledge of the CEMEA.
- Support and comply with the implementation of Kolbe's Child Safety and Wellbeing Policy, Code of Conduct and other college policies and procedures relating to child safety.

POSITION CLASSIFICATION

- Position: ICT Services Coordinator – St Catherine
- Remuneration: ESC Level 4
- Tenure: Ongoing
- Date of Commencement: 6 October 2025
- Commencing date: 6 October 2025

KEY SELECTION CRITERIA

Essential Criteria

- Demonstrated experience providing ICT support in a school or similar environment.

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- Proven skills in diagnosing and resolving technical issues across a range of devices and systems.
- Good organisational skills with the ability to prioritise tasks and manage time effectively.
- Strong interpersonal and communication skills for engaging with staff, students, and service providers.
- Working knowledge of ICT infrastructure, applications, and device management.
- Ability to work independently and collaboratively within a team environment.
- Eligibility to obtain a Police Clearance and Working with Children Check.

Desirable

- Relevant tertiary degree in a related field
- Experience with school Learning Management Systems and student device programs.