Gippsland
GRAMMAR

Position Description

Position:	**IT Support Desk Technician**
Appointed by:	**The Principal**
Responsible to:	**IT Services Manager**
Location:	**Based at Garnsey Campus and working across all three campuses**

School Overview

At Gippsland Grammar responsibility for the protection of children is shared because children are safeguarded only when all individuals accept responsibility and work together and play their part in keeping children and young people safe from harm and abuse.

All staff are required to:

- Comply with the School's Student Protection Program (including the Student Protection and Safety Policy, Student Protection Staff Code of Conduct, and Make a Report Procedure), as well as their legal and professional obligations with respect to the prevention and reporting of actual or suspected child abuse and reportable conduct.

- It is each such staff member's individual responsibility to be aware of key risk indicators of child abuse or reportable conduct, to be observant, and to raise any concerns they may have with one of the Principal, the Executive Leadership Team, the School's Student Protection Officers (and/or with external agencies, where required). In this regard, staff are encouraged to voice their concerns, no matter how minor, trivial or insignificant.

- All contractors and volunteers involved in student-connected work are required to adhere to the School's Student Protection and Safety Policy and Student Protection Staff Code of Conduct and are responsible for contributing to the safety and wellbeing of students in the school environment. They too have obligations with respect to the reporting of actual or suspected child abuse or reportable conduct allegations.

Again, it is the School's expectation that contractors and volunteers are attuned to their individual responsibilities and act in accordance with their internal and external reporting obligations, and the School's policies and procedures (including the Student Protection Program).

Position Overview

The IT Support Desk Technician supports the IT Services team in the delivery of IT support across the School. Working collaboratively with the IT Services team, the IT Support Desk Technician is the 'Customer Service Officer' of IT, administering and monitoring the IT helpdesk queue and providing primary IT support to both students and staff, ensuring a positive customer experience is provided for all IT issues.

The position will be based at the Garnsey campus, with work conducted across three campuses to ensure efficient and effective operations of the School's IT systems, and may require on occasion travel to each campus.

Objectives:

a. To provide exceptional customer service and enable Gippsland Grammar's students and staff to get the most from their IT systems.

b. To work as part of the IT team to ensure that Gippsland Grammar's IT systems are fit for purpose and support Gippsland Grammar's teaching and learning activities plus the School's business services, and administration activities.

Requirements, Duties and Responsibilities:

1   IT Support Desk

   a) Answer the IT Support phone, monitor the IT Support email queue and attend to IT Support desk. Apply exceptional customer service.
   b) Receipt requests for IT Support through the IT ticketing system and triage requests so that they are assigned to the correct person and are appropriately prioritised.
   c) Provide primary IT support by helping staff and students with straightforward IT issues.
   d) Patiently work with students and staff to resolve IT issues and support them with the improvement of their technical literacy.

2   IT Services Team support

   a) Administer user security access within Gippsland Grammar's IT security framework.
   b) Assist in detecting, reporting and resolving issues with Gippsland Grammar's IT Systems
   c) Service Gippsland Grammar's printer network daily and ensure that all printers are appropriately stocked with paper and toner. Assist staff with resolution of printer issues such as paper jams. Assist the Finance Operations team with usage reporting of printing and photocopying.
   d) Install hardware and software under the guidance of the IT Manager. Assist the IT team installing and configuring new workstations, notebooks and peripherals.
   e) Assist other IT staff in various tasks which may include network maintenance, data backups, records management and other projects from time to time.
   f) Any other tasks as directed by the IT Manager.

3   Professional Responsibilities

   (a) Work collaboratively as a member of the IT Services team to ensure best possible outcomes for the students/staff/school.

   (b) Actively engage in professional development activities and contribute to improved professional skills, pastoral skills and knowledge.

   (c) Actively engage in Team and Staff meetings.

   (d) Adhere to and abide by the expectations set out in the School's policies and procedures, including Gippsland Grammar's Guidelines for Professional Behaviour.

   (e) Compliance with the School's OHS requirements and other requirements (including in respect to anti-discrimination), as mandated by legislation.

4   Child Safety

   Staff are responsible for supporting the safety and wellbeing of the School's students as follows:

a. Behave as a positive role model to students, including through words, conduct and actions.

b. Actively promote the safety, welfare and wellbeing of students.

c. Provide a learning experience which is consistent with the School's and relevant professional or occupational codes of conduct, which supports students to achieve their personal best, and takes into account individual learning and behavioural needs.

d. Act consistently (both in person and in the online environment) with the School's student safety and wellbeing strategies.

e. Be vigilant and proactive with regard to student safety and child protection concerns, and take all reasonable steps to protect students from such harm (examples of which include, but are not limited to bullying, discrimination, grooming, harassment, neglect, sexual misconduct, sexual offences, physical violence, reportable conduct and victimisation).

f. Encourage and support students who raise safety concerns (including about actual and suspected child abuse or reportable conduct).

g. Provide age-appropriate supervision for students.

h. Comply with any directions, guidelines, policies, procedures and rules promoted by the School with respect to student safety.

i. Knowledge understanding and adherence to all School and staff obligations regarding student safety, including Ministerial Order 1359 – Child Safe Obligations other child safe requirements mandated by legislation (as amended from time to time).

j. Commitment to providing a child safe environment and child safe conduct in all aspects of employment at the School.

k. Comply with all aspects of the School's Child Protection Program, including the School's Child Safe Policy Statement and Child Safety Staff Code of Conduct.

l. Willingness, understanding and ability to report student safety concerns in line with the School's policies (such as the Make a Report Procedure) and applicable mandatory reporting requirements.

m. Complete annual training in Child Safety as required.

Statement of Commitment to Child Safety

Creating and maintaining a student safe culture requires input from the entire School community. Our aim, is to provide a safe environment that aligns with the core values of academic care at Gippsland Grammar; compassion, leadership, excellence, respect and responsibility.

To achieve this, we promote a model of education where students are understood not just as learners, but as an integral part of the School and broader community. As such, we value wellbeing and resilience, celebrate diversity, and embrace a growth mindset, through classroom experiences, and in our approach to academic care, practices policies and procedures.

The commitments, values and principles which guide the School are further outlined in the School's Student Protection and Safety Policy (a copy of which is available on the School's website).

If applying for a position, please note that Gippsland Grammar is a child safe environment. Every child has a right to be safe, and at the School, we take a zero-tolerance approach to any behaviours that jeopardise student safety (including child abuse and reportable conduct).

As such, preferred applicants will be subject to child protection screening, background and reference checks, verification of identity checks and must adhere to the School's child safe practices, as outlined in the Child Protection Program policies on the School's website.

Key Selection Criteria

<u>Qualifications</u>

(a)   Evidence of completed First Aid Training – Apply First Aid HLTAAID003 or higher level (or willingness to obtain).

(b)   Evidence of completion of Anaphylaxis Management Training (ASCIA eLearning VIC, 22300VIC or 10710NAT) and CPR qualifications (as approved by a Registered Training Organisation).

<u>Essential Criteria</u>

(a)   Current and valid employee level Working with Children Check (**WWCC**).

(b)   Satisfactory National Police Check.

(c)   Valid Australian Driver's licence (being at least a probationary licence).

(d)   Exhibit personal behaviour reflective of the Anglican ethos of the School, and which aligns with the School's Vision, Mission and Values.

<u>Desirable Criteria</u>

g)   Strong IT and technical literacy
h)   Entry level knowledge of software and network architecture
i)   Commitment to the highest levels of customer service, professionalism and confidentiality
j)   Strong interpersonal skills and the ability to relate to people at all levels
k)   Excellent organisational skills
l)   Exceptional time management skills

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of duties for this position.