

Chairo Christian School

ABN 12 451 824 370

CHAIRO PARENT GOVERNED CHRISTIAN EDUCATION LTD. ACN 659 952 299

~ POSITION DESCRIPTION – ICT BUSINESS ANALYST (JUNIOR) ~

Title	ICT Business Analyst (Junior)
Appointed by	Executive Principal
Responsible to	Head of ICT through the ICT Business Systems Team Lead

RESPONSIBILITIES AND DUTIES

Overview

The ICT Business Analyst (Junior) supports the ICT Team to analyse technical, educational, and business practices, improving systems and applications at Chairo. Responsibilities include analysing systems and user needs, training staff, parents, and students, and analysing data to inform recommendations or reports for the ICT Business Systems Team Lead. The role focuses on delivering customer-centred, solution-oriented ICT services to staff, students, and parents at Chairo Christian School.

General Expectations

Teamwork within the Organisation

As a team player in this organisation the staff member will use their professional knowledge to assist in further developing and maintaining a workplace for staff that:

- Is founded on the person of Jesus Christ and honours Him in all that we do.
- Reflects a community in which Christian love and concern are woven into the task of learning and team work.
- 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.
- You will be required to ensure that you:
 - Model a lifestyle that reflects Christian practice and beliefs in your everyday work.
 - Work positively towards the success of School activities and traditions.
 - Help maintain a positive and enthusiastic work environment.
 - Support the ethos that the School requires in its campuses.
 - Are 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.
 - Participate in Performance Management processes to ensure that you continue to develop your skills.

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- Ensure your knowledge and skills are current and that your work contributes to the learning and spiritual needs of the students.

Provide an example to all by:

- Modelling Christian behaviour, practices and beliefs.
- Building cooperative and supportive relationships with the Board, Principal, teachers, support staff, students and parents.
- Promoting equity of access and receptivity to ideas.
- Always acting in the best interests of the School and its ethos.
- Modelling the use of appropriate and proper channels of communication.

Specific Areas of Responsibility

- Provide systems support to staff, students and parents.
- Provide end-user training and support to staff, students and parents.
- Provide technical support to staff and students across multiple campuses as part of the ICT Team, as needed.
- Record and prioritise support and training requests using the service desk system.
- Create and deliver training for e-learning and ICT systems to staff, students and parents in collaboration with the ICT Team, relevant Chairo staff and external providers, as directed by the Head of ICT.
- Utilise software systems and tools to analyse ICT and School data and processes, to enhance the quality and effectiveness of ICT and School systems and processes, in collaboration with stakeholders and as directed by the Head of ICT.
- Analyse school, academic and business data, producing reports and analysis to stakeholders as directed by the Head of ICT.
- Support and maintain data integrity, security and patch levels of all database and business systems.
- Assist with regular security analysis on all databases and business systems.
- Work with relevant stakeholders to analyse business processes and practices, documenting current arrangements and providing recommendations for improvement.
- Create and maintain support and training documentation.
- Assist the Head of ICT with the delivery of 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 duties as directed by the Head of ICT or ICT Business Systems Team Lead.

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Other

- You will be expected to participate in regular meetings. Some after hours and weekend work may be required.

Child Safety Responsibilities

All staff members are required to be familiar with the contents of our Child Safety and Wellbeing Policy 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.

Key Performance Indicators

- Support, advice and training provided to customers must meet or exceed Services Communication Policies.
- Regular training content and sessions are distributed or presented.
- 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.
- Effectively undertake review of processes and procedures, providing sound advice and recommendations, as directed.
- Additional KPI's as needed and as discussed and agreed to by the Head of ICT.

An annual Pathways process will be conducted to facilitate feedback, professional development and guide training opportunities.

Qualifications, Skills and Capacity

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.
- Ability to create and deliver training content.
- Maintain confidentiality at all times.

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- Excellent problem-solving skills.
- Excellent written and verbal communication skills.
- Readiness to undertake training as required.
- Demonstrated customer service skills, including a flexible and friendly approach.
- Demonstrated ability to work independently, proactively and cope in pressured and demanding situations.
- Adhere to all Chairo Christian School staff policies.
- A willingness to learn, and follow direction, school policy and procedures.
- A current Working with Children's Check.

Desirable

- A current Victorian driver's license and access to a reliable motor vehicle.
- Ability to troubleshoot and resolve various PC, system and application, networking and internet-related problems, with a passion for quality customer support.
- Certificate, Diploma or Degree in ICT, Business or related field.
- Flexibility of time availability.
- Previous IT Support or Analyst experience.