Chairo Christian School

ABN 12 451 824 370
CHAIRO PARENT GOVERNED CHRISTIAN EDUCATION LTD. ACN 659 952 299

~ POSITION DESCRIPTION – ICT SUPPORT ENGINEER ~

Title   ICT Support Engineer

Appointed by   Executive Principal

Responsible to   Head of ICT through ICT Operations Manager

RESPONSIBILITIES AND DUTIES

Overview

The ICT Support Engineer is employed to support the ICT Services Team to provide high-quality technical support for staff, students, and parents in a modern multi-campus environment. With a key focus on the delivery of customer-centred, solution-focused ICT systems and services to the staff, students, and parents of 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:

  o Model a lifestyle that reflects Christian practice and beliefs in your everyday work.

  o Work positively towards the success of School activities and traditions.

  o Help maintain a positive and enthusiastic work environment.

  o Support the ethos that the School requires in its campuses.

  o 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.

  o Participate in Performance Management processes to ensure that you continue to develop your skills.

  o 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 a high level of end-user computing support to staff, students, and parents, to ensure effective delivery of ICT services.

- Record and prioritise support requests using the service desk system.

- Provide technical support to staff, students, and parents across multiple campuses.

- Act as a technical escalation point for the ICT Services Team.

- Develop and maintain relevant documentation.

- Mentor and train the support team, in collaboration with the ICT Operations Manager.

- Provide the ICT Operations Manager assistance in the day-to-day operations of the ICT Support Team as directed.

- Support, develop and maintain the school's network and server infrastructure.

- Support, develop and maintain the school's server services and applications.

- Utilise software systems and tools to support and maintain an up-to-date standard operating environment for client devices.

- Identify recurring issues and develop and implement permanent solutions in collaboration with the ICT Operations Manager.

- As directed, research and develop new systems and tools to assist the Services Team in collaboration with the ICT Operations Manager.

- Assist the Head of ICT and the ICT Operations Manager in the delivery of professional development to staff.

- Assist the ICT Business Systems Team as required and as directed by the Head of ICT or ICT Operations Manager.

- 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 Operations Manager.

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 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 and timeline.
- Additional KPI's as needed, as discussed and as agreed to by this role and 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 with colleagues, staff members and students, taking into account the wide variance in skill level and understanding.
- Ability to troubleshoot and resolve various PC, networking and internet-related problems, with a passion for quality customer support.
- Maintain confidentiality at all times.
- Readiness to undertake training as required.
- Adhere to all Chairo Christian School staff policies.
- A willingness to learn and follow directions.

- A current Working with Children's Check.

- A current Victorian driver's license and access to a reliable motor vehicle.

- A willingness to travel to various campuses 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.

- Ability and preparedness to work outside normal agreed hours when required

- Experience of the following End-User Products
  - Windows Operating Systems
  - Microsoft Office Suite
  - Apple iOS

- Experience of the following Windows Server Services.
  - Azure Active Directory
  - Endpoint Manager (Intune)
  - Azure Servers

- Knowledge of the following Infrastructure Services.
  - Firewall
  - Switching
  - Access Points
  - Web Filtering
  - CCTV

- Experience with Business &/or School Database Application Systems

- Minimum 3 years in a similar role.

- An understanding of Windows server and networking environments.

Desirable

- Certificate, Diploma or Bachelors Degree in an IT-based Course