

# Technology Solutions Officer

## Position Summary

<b>Position Title:</b>	Technology Solutions Officer
<b>Reports To:</b>	Director of IT
<b>Position Summary:</b>	The Technology Solutions Officer plays a vital role in supporting the school's ICT infrastructure by managing and maintaining hardware, software, AV equipment, and network systems, while providing timely technical support and solutions to staff and students. This role also ensures accurate asset management, maintains clear documentation, and upholds the school's Christian Values through professional conduct and decision-making.
<b>Latest Revision:</b>	May 2025
<b>Key Relationships:</b>	Director of ICT, Staff and Students

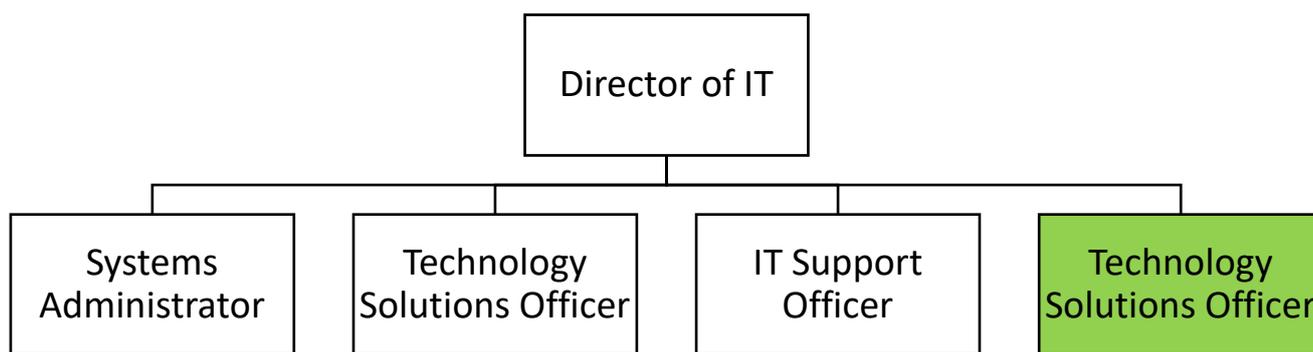
## Key Accountabilities

<p><b>Application of Christian Faith</b></p>	<ul style="list-style-type: none"> <li>• Lead staff Bible-based devotions according to the established roster.</li> <li>• Apply Bible-based decision-making that aligns with the school's Christian ethos, promoting a Christ-centred approach in all professional and ethical responsibilities.</li> <li>• Actively support the school's Christian Mission, Vision, and Values through professional practice, communication, and relationships.</li> <li>• Serve as a positive Christian role model in speech, behaviour, and lifestyle, reflecting the teachings of Jesus Christ.</li> </ul>	<p><b>Success Measures</b></p> <ul style="list-style-type: none"> <li>• Decisions and actions align with Christian ethos.</li> </ul>
<p><b>Manage and Maintain Hardware and Software</b></p>	<ul style="list-style-type: none"> <li>• Manage and maintain computers, printers, tablets and interactive boards.</li> <li>• Manage and maintain AV equipment, which includes TV's, projectors, sound and lighting.</li> <li>• Updating software and hardware upgrades.</li> <li>• Assist in network management under the authority of the Systems Administrator.</li> <li>• Asset provision of new IT equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a minimum <b>99% uptime</b> for core systems including computers, networks, and servers, measured monthly.</li> <li>• Achieve <b>incident resolution within 4–8 business hours</b> for critical issues and within 24 business hours for non-critical issues.</li> <li>• Ensure <b>90% of school devices remain fully functional</b>, with proactive maintenance to reduce downtime.</li> <li>• Attain <b>80% or higher user satisfaction</b> on term-based support surveys, reflecting responsiveness and service quality.</li> </ul>
<p><b>Resolving Technical Issues</b></p>	<ul style="list-style-type: none"> <li>• Troubleshoot hardware and software problems.</li> <li>• Collaborate with third party vendors to resolve issues.</li> <li>• Work with users to enable them to understand and correct user-based issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve <b>first-response resolution</b> for at least 70% of common user-reported issues.</li> </ul>

		<ul style="list-style-type: none"> <li>• Maintain a <b>maximum 24-hour average response time</b> for all support tickets.</li> <li>• Ensure <b>accurate and clear communication</b> with users, confirmed through survey feedback and issue closure notes.</li> </ul>
<b>Asset Management</b>	<ul style="list-style-type: none"> <li>• Track and account for all equipment. <ul style="list-style-type: none"> <li>• Equipment is clearly labelled and easy to find when needed, in line with our school's Asset Management Policy.</li> <li>• Missing or damaged items are followed up promptly and recorded appropriately.</li> </ul> </li> <li>• Snipe IT is updated, as required. <ul style="list-style-type: none"> <li>• The database stays reliable and accurate, making it easy for the team to check what's where.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Maintain 95% accuracy in periodic asset audits, with missing/damaged items followed up within 3 business days.</li> <li>• Update the Snipe-IT database within 2 business days of new device deployment, reassignment, or decommission.</li> <li>• Ensure all equipment is clearly labelled and traceable according to the school's Asset Management Policy.</li> <li>• Ensure that all new assets are entered into Snipe-IT within 3 business days of receipt.</li> </ul>
<b>Creating and Maintaining Appropriate Documentation</b>	<ul style="list-style-type: none"> <li>• Maintain comprehensive logs of ongoing and completed tasks, including ticket management and job escalations.</li> <li>• Document processes and create clear, accessible resources for future use.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure 100% of tickets include accurate task logs and status updates, aligned with the Ticket Management Policy.</li> <li>• Maintain up-to-date and accessible documentation for all recurring processes and procedures.</li> </ul>

		<ul style="list-style-type: none"><li>• Review and update documentation at least once per term or after significant changes to systems/processes.</li></ul>
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## Organisation Chart



## Qualifications, Skills & Experience

- Active Christian faith and regular attendance at a Christian Church.
- Demonstrated commitment to the Vision, Mission and Values of WCCS, including the Statement of Faith.
- Certificate III or IV in IT would be advantageous.
- 12 months' IT support experience.

## Challenges

Challenges facing this role include:

- Balancing competing priorities in a high-demand environment with limited resources.
- Managing expectations of end users while resolving issues within defined SLAs.
- Keeping up with rapidly changing technologies.
- Supporting a diverse range of devices and platforms across staff and student cohorts.
- Troubleshooting issues that may lack clear documentation or precedents.
- Ensuring clear communication with non-technical stakeholders when diagnosing or resolving complex issues.

## Selection Criteria

Candidates should:

- affirm a personal belief in the school's Statement of Faith;
- have an active involvement within their local church;
- communicate effectively and work well in a team. This includes answering phones, listening, and explaining solutions clearly to non-technical users;
- have experience in managing and supporting Mac laptops, including troubleshooting macOS, deploying software, and ensuring smooth integration with networks and other devices.

- possess strong problem-solving skills and ask the right questions to reach the best solution;
- demonstrate strong attention to detail and a can-do attitude, with a servant-hearted approach;
- enjoy working both independently and as part of a team, with an ability to prioritise and manage workloads efficiently;
- have a solid understanding of networking fundamentals (wired/wireless, routers, switches, etc.) and
- be comfortable with Microsoft Operating Systems (especially Windows 11) and Microsoft Office Suites (2013 and later);

Signed by incumbent

Date: