



Kilbreda College

# ICT & DIGITAL TECHNOLOGIES HELPDESK ASSISTANT

April 2026

## POSITION DESCRIPTION

Kilbreda College is governed by Kildare Ministries and administered by the Kildare Education Ministries Board.

<b>Position</b>	Fixed Term, Full Time, Education Support Category B
<b>Tenure:</b>	20 April 2026 – 26 January 2027 (working school terms only)
<b>Remuneration:</b>	According to the CEMEA 2022 as updated from time to time
<b>Hours of Work:</b>	Normally 8.00am – 4.00pm 30 minutes unpaid lunchbreak NOTE: Some flexibility is required with days and hours due to the scheduling of College events and meetings.
<b>Reports to:</b>	ICT Services Manager
<b>Key Internal Liaisons:</b>	ICT Staff

All staff members of Kilbreda College are expected to support Catholic education in the Brigidine tradition as expressed in the College's vision and mission statements. Leaders are expected to reflect the values of Kildare Ministries in the way that they perform their leadership role and in the relationships they form with all members of the College community. Each staff member's role is designed to contribute to the best possible educational outcomes for all students, enhance the community's strengths and ensure careful stewardship of the College's resources.

The **ICT & Digital Technologies Helpdesk Assistant** is an integral member of the ICT team, dedicated to supporting the team's efforts in enhancing the ICT environment for students. Their role involves ensuring that they support the ICT needs of staff and students when presenting at Helpdesk. The position requires a strong spirit of hospitality, high levels of initiative and willingness to grow their knowledge and understanding of ICT hardware and software.

**Child safety:** It is an expectation that every staff member be familiar and comply with, the College's Child Protection and Safety Policy, Code of Conduct and any other policies or procedures relating to child safety.

# KEY RESPONSIBILITY AREAS

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## Helpdesk Support

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Provide helpdesk support and assistance to the ICT Services Manager. Typical duties will include:

- Setting up and troubleshooting student and staff devices (Windows, MacOS, iOS)
- Installing and configuring software and applications on devices as required
- Assist staff and students with any technology support requests
- Assist with maintaining AV in classroom spaces
- Document any troubleshooting procedures
- Organise device repairs
- Diagnosing problems and either restoring or organise restoration
- Assist and work within the Digital Technologies and STEM domains, including, but not limited to, robots, microbits, 3D printing, competitions and workshops
- Be available to work with admin, teaching to solve IT issues
- Tracking of all school owned assets and update of registers
- On-board Staff and Student devices on the network as per procedures
- Responding in a timely manner to service issues and requests
- Assist the ICT staff as required
- Other duties as directed by the Principal, ICT services Manager and/or Learning Leader: Digital Technologies

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## General Accountabilities for all Staff

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- Demonstrate alignment and support for the Catholic, Kildare Ministries and Brigidine ethos of the College
- Support and enact the Vision, Mission and Values of the College
- Commit to and actively support the College's agenda for continuous improvement as outlined in the Strategic Plan and participate in school improvement planning
- Be well informed and comply with all College policies and procedures, including obligations in relation to the Child Safe Standards and processes for reporting suspected abuse
- Demonstrate duty of care to students in relation to their physical and mental wellbeing
- Demonstrate professional and collegial relationships with colleagues
- Adhere to the College's professional dress code for staff
- Attend all relevant staff meetings, assemblies, College masses, College Open events, information evenings, community days etc. and professional learning days / sessions

This statement of duties is not intended to be an exhaustive or exclusive list of duties assigned to the position. They are intended as a guide as to the responsibilities of the role. The position is subject to review and modification by the Principal (or nominee), in negotiation with the appointee, in response to the evolving needs of the College, and experience and expertise of the appointee.

Any significant additions to the responsibilities may be requested by the Principal (or nominee) through consultation and mutual agreement with the appointee.

## SELECTION CRITERIA

The successful applicant will demonstrate the following experience, qualifications and personal attributes:

- Demonstrated commitment to Catholic education and an understanding of the importance of charism and spiritual tradition in the life of an order-owned Catholic school
- Demonstrated strong interpersonal and communication skills, both verbal and written
- Proven ability to manage and streamline ICT tasks effectively
- A passion for the ICT and Digital Technologies
- Sound working knowledge of Microsoft Windows, Apple OS and iOS operating systems
- General IT knowledge surrounding, but not limited to, network, Wi-Fi, computer hardware, and MS Office
- High level interpersonal skills, written and verbal communication
- Enthusiasm, motivation and initiative
- Ability to work independently and as part of a team
- Positive and professional presentation
- Good customer service skills and the ability to strive for continual improvement
- A commitment to ongoing personal and professional development

### Qualifications & license requirements:

- Working with Children Check
- National Police Check
- First Aid Qualifications (HLTAID 009, HLTAID 010 and HLTAID 011) desirable