



## JOB DESCRIPTION & EMPLOYEE SPECIFICATION

Position Title:	Service Desk Officer
College Department:	Administration
EBA/Award:	Living Waters Lutheran College Enterprise Agreement 2023
Line Manager:	Business Manger
Position Classification:	Lutheran School Officer
Tenure:	Ongoing
Conditions:	Full time (FTE 1.0)

### 1. Position Summary

The Service Desk Officer is responsible for providing first-line ICT support to staff and students, ensuring technology services are delivered in a professional, timely, and customer-focused manner.

Working under the guidance of the ICT Coordinator and Technical Manager, the Service Desk Officer serves as the primary point of contact for ICT support requests and is responsible for resolving routine technical issues, managing service requests, maintaining ICT assets, and assisting with the day-to-day operation of the College's technology environment.

The role plays an important part in delivering a positive technology experience for staff and students while contributing to the smooth operation of teaching, learning, and administrative systems.

### 2. Key Responsibilities

#### Service Desk

- Act as the first point of contact for ICT support requests from staff and students.
- Log, prioritise, track, and resolve incidents and service requests through the College's service management platform.
- Provide Level 1 and basic Level 2 support for hardware, software, applications, printers, and mobile devices.
- Escalate complex issues to the ICT Coordinator or Technical Manager as required.
- Maintain regular communication with users regarding the status of requests and incidents.
- Deliver friendly, professional, and customer-focused support.



### **Asset Management**

- Assist with the preparation, deployment, configuration, and replacement of staff and student devices.
- Maintain accurate asset records and device inventories.
- Assist with device collection, reallocation, and disposal processes.
- Support onboarding and offboarding activities for staff and students.
- Ensure equipment is appropriately labelled, recorded, and maintained.

### **Application and Account Support**

- Assist with user account creation, modification, and deactivation in accordance with College procedures.
- Support password resets and basic identity management tasks.
- Assist users with Microsoft 365, email, collaboration platforms, and College applications.
- Provide support for printing, scanning, and classroom technology.

### **Classroom and Learning Technology Support**

- Assist teachers with the operation and troubleshooting of classroom technology.
- Support interactive displays, projectors, audiovisual equipment, and related systems.
- Provide basic support for educational applications and learning platforms.
- Assist with the setup of technology for meetings, presentations, and school events.

### **ICT Operations Support**

- Assist with routine system maintenance tasks as directed by the ICT Systems Coordinator.
- Support software installations, updates, and device maintenance activities.
- Assist with monitoring systems and reporting issues to senior ICT staff.
- Perform basic troubleshooting of network connectivity and wireless access issues.

### **Documentation and Knowledge Management**

- Create and maintain knowledge base articles and user guides.
- Document recurring issues and solutions to improve service delivery.
- Maintain accurate records of support activities and asset information.
- Follow established ICT procedures, standards, and documentation requirements.

### **Teamwork and Professional Development**

- Work collaboratively with the ICT team to deliver high-quality services.
- Participate in ICT projects and improvement initiatives when required.
- Develop technical knowledge and skills through training and mentoring.
- Contribute to a positive, professional, and service-oriented team culture.

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## **3. Skill and Experience**

### **Essential**

- Working with Children Card (*or willing to obtain*)
- Support the College's Ethos, Mission, Visions and Values.
- Perform all duties assigned in accordance with Lutheran Schools practices.
- Experience providing customer service or technical support.
- Strong interest in information technology and problem-solving.
- Good troubleshooting and analytical skills.
- Ability to communicate effectively with both technical and non-technical users.
- Strong organisational and time-management skills.
- Ability to work effectively within a team environment.
- Commitment to providing excellent customer service.
- Maintain tidy and safe workspaces, reporting any WHS concerns.
- Ability to follow College policies and procedures.
- A strong commitment to confidentiality and discretion is essential for this role.

### **Desirable**

- To have a personal faith with the Lord Jesus Christ.
- First Aid certificate.
- Experience working in an ICT Service Desk or technical support environment.
- Experience supporting Windows, macOS, iPadOS, or mobile devices.
- Familiarity with Microsoft 365 and cloud-based services.
- Familiarity with SEQTA, TASS, Edval and Funnel.
- Experience using ticketing or service management systems.
- Experience in an education environment.
- Relevant ICT qualifications or industry certifications.



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#### **4. Working Relationships (*context of operations*)**

The Service Desk Officer:

- Is a member of the College staff and accountable to the Principal through the Business Manager.
- Is directed and supervised on a day-to day basis by the Technical Manager.
- Builds effective working relationships with staff.
- Interacts frequently with students in a professional manner at all times.
- Works collaboratively in a team environment.
- May interact with parents and community members as required.

#### **Job Description and Employee Specification is Approved**

Des Mitchell  
**Principal**  
22 June 2026