

Chairo Christian School

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

~ POSITION DESCRIPTION – ICT SUPPORT TECHNICIAN ~

Title ICT Support Technician

Appointed by Executive Principal

Responsible to ICT Operations Manager

RESPONSIBILITIES AND DUTIES

Overview

The ICT Support Technician is employed to join the ICT Support 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 client-centred, solution-focused ICT systems and services to 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 teamwork.
- 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.
 - Ensure your knowledge and skills are current and that your work contributes to the learning and spiritual needs of the students.

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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 and students, to ensure effective delivery of ICT services.
- Record and prioritise support requests using the service desk system.
- Provide technical support to staff and students across multiple campuses.
- Provide support for desktops, notebooks, portable devices and various other devices.
- Utilise software systems and tools to support and maintain a standard operating environment for client devices.
- Identify recurring issues and develop and implement permanent solutions in collaboration with the Head of ICT and ICT Operations Manager.
- As directed, research and develop new systems and tools to assist the ICT Team in collaboration with the Head of ICT and ICT Operations Manager.
- Assist the Head of ICT and ICT Operations Manager with the delivery of professional development to staff.
- Undertake or participate in ICT team-related projects as directed by the Head of ICT or ICT Operations Manager.
- 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.

Work location

This position is required to be performed on site at the designated workplace and is not suitable for remote or hybrid working arrangements.

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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.
- Contribution towards the development of a distinctively Christ-centred workplace culture;
- Maintaining appropriate confidentiality and professionalism in carrying out the role;
- Upholding the dignity of the position.
- Additional KPI's as needed and as discussed and agreed to by the ICT Operations Manager.

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 troubleshoot and resolve various PC, networking and internet related problems, with a passion for quality customer support.

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- Ability to work independently and remotely when required.
- Maintain confidentiality at all times.
- Readiness to undertake training as required.
- A willingness to learn, and follow direction, school policy and procedures.
- A current Working with Children's Check.
- A current Victorian driver's license and access to a reliable motor vehicle.

Desirable

- Knowledge of the following End-User Products
 - Windows Operating Systems
 - Microsoft Office Suite (M365)
 - Apple iOS & OS X.
- Knowledge of the following Windows Services.
 - M365 Admin Centre
 - M365 Exchange Administration
 - Microsoft InTune (device management)
 - Active Directory
- An understanding of Windows server environments and TCP/IP.
- Flexibility of time availability.
- Previous IT support experience.