

JUNIOR ICT SUPPORT OFFICER



REPORTING TO: ICT Manager

APPOINTMENT: Full Time (Ongoing)

CLASSIFICATION: PVCC Enterprise Agreement 2025

ABOUT THE COLLEGE

Plenty Valley Christian College (PVCC) is a kindergarten to Year 12, co-educational Christian College of approximately 1000 students. We are one College with five sub-schools: Kindergarten, Early Years, Junior Years, Middle Years and Senior Years.

The College is set in a magnificent rural area with spectacular views to the ranges. Plenty Valley Christian College is committed to developing high quality effective Christian education and is an active member of a national network of Christian schools in Australia known as Christian Education National. We are committed to the establishment of a close partnership with parents in the education of their children. Our aim is to offer quality education with a fully integrated Christian worldview, develop a strong sense of community amongst the students, parents and staff with every staff member playing a role in the pastoral care of the students. PVCC offers the respected Arrowsmith Program.

EMPLOYEES

Staff at PVCC are selected on the basis of outstanding professional and personal qualities. Expectations include:

- Appropriate qualifications, training and experience for their role
- A clear sense of calling and desire to work with and teach students within a Christian school.
- The ability to model the values and character qualities of biblical Christianity in their personal life and within the College community as part of their professional duties.
- A demonstration of high standards of personal presentation, preparation, communication with other staff and parents, and respect for the ethos and protocols of the College.
- A commitment to ongoing development and maintenance of a Child Safe culture within the College

THE ROLE

The Junior ICT Support Officer provides entry-level technical assistance to the ICT team, delivering first-line (Level 1) support to staff and students in a timely, friendly and professional manner. Working under the guidance of the ICT Daily Operations Manager and alongside more experienced ICT staff, the Junior ICT Support Officer is customer focused, and is provided with structured mentoring and on-the-job training to develop their technical skills and experience.

POSITION OBJECTIVES

To provide a high standard of entry-level ICT support at Plenty Valley Christian College in accordance with College policies and procedures. As part of the ICT team, the Junior ICT Support Officer plays a valuable role in

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the day-to-day delivery of ICT services, while building the skills, knowledge and experience needed to progress within the ICT team.

RESPONSIBILITIES:

ICT staff work in partnership with staff across the College, including the Business Office, Teaching and Learning, Administration team, HR, Communications and the Executive. Under close direction and instruction, the Junior ICT Support Officer performs entry-level tasks associated with the efficient operation of the IT network, assisting staff, students and parents. This will include:

- Modelling Christian leadership and promoting the College and Christian education.
- Provide a child safe environment in accordance with the child safe standards and obligations
- Maintain high standards of professional communication with all stakeholders
- Work within a team to deliver the ICT requirements of the school, under the guidance of more experienced ICT staff
- Other responsibilities as required from time to time

ICT Support

- Provide first-line (Level 1) technical support and advice to staff and students on common technology issues, escalating more complex issues to the Helpdesk Support Officer or Senior Support Engineer as required
- Log all user requests and all interactions accurately in the Helpdesk system
- Respond to requests for assistance received in person, electronically or via phone, in accordance with Helpdesk support matrices
- Assist with the setup, deployment and basic maintenance of staff and student devices, under supervision
- Assist with printer and photocopier daily operations
- Assist with audio visual support and operation requests
- Assist with the application of routine software and hardware patches and updates
- Assist with the collection, preparation and return of devices for repair, including basic fault categorisation
- Maintain accurate records of equipment, licences and support interactions
- Take a proactive approach to learning new systems, tools and processes
- Maintain data and information security with the strictest confidentiality and highest standards
- Carry out other duties as appropriate and as directed by the ICT Daily Operations Manager or other upline ICT staff

Child Safe Standards

- Responsible for understanding and applying the College's Child Safety Policies and Procedures, including identifying and reporting risks, identifying child abuse indicators, management of disclosures, and internal and external reporting obligations
- Where students are under their care, taking all practicable measures to protect students where a risk to their safety has been identified

Health & Safety

- Comply with the College's Occupational Health and Safety policy as amended from time to time

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ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Junior ICT Support Officer reports to the ICT Daily Operations Manager for day to day responsibilities, working closely with the Helpdesk Support Officer and Senior Support Engineer, and ultimately to the ICT Manager.

ESSENTIAL SKILLS AND COMPETENCIES (KEY SELECTION CRITERIA)

Essential Requirements

- Supportive member of College spiritual life, including active participation in and occasional leading of, Christian devotions
- Exemplary display of Christian ethics and activity
- Good understanding of, and commitment to, the vision and philosophy of the College
- Ability to work independently and as part of a close-knit team
- A high standard of personal presentation and integrity
- Display initiative, common sense and the ability to problem solve / have a solution focused mindset
- Willingness to learn new skills
- Current Working With Children check (mandatory)
- Hold and maintain an approved (training provided):
 - First Aid Certificate
 - Management of anaphylaxis qualification

Specialist skills

- Some exposure to ICT support, help desk or customer service environments highly regarded, though not essential
- Basic understanding of computer hardware, operating systems (Windows) and common desktop software applications
- Willingness to learn networking, server and cloud fundamentals
- Ability to follow written and verbal procedures and escalate issues appropriately
- Strong attention to detail and a willingness to ask questions and seek guidance

Interpersonal skills

- Strong interpersonal and communication skills; ability to explain simple procedures in writing and/or verbally; demonstrated ability to build relationships and rapport and interact effectively at all levels of the College, including students, staff and the wider community
- Punctuality
- Flexibility and commitment to teamwork and collaboration
- Ability to provide information to a culturally diverse public
- High degree of trustworthiness, honesty and transparency
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and communicate clearly and professionally
- Eagerness to learn, and receptive to feedback and coaching from more experienced ICT staff
- Ability to work under supervision while building independence over time

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COMPLIANCE RESPONSIBILITIES

All staff are required to comply with all policies, procedures and requirements for:

Risk management – report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim, taking into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

Occupational health and safety – take reasonable care to protect their own health and safety and the health and safety of others in the workplace – it is a requirement to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

Equal opportunity – undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behavior and discrimination.

Code of conduct and dress code – comply with all standards.

Child Safety - Plenty Valley Christian College is committed to child safety and the wellbeing of all children and young people. All staff are required to uphold the school's Child Safety and Wellbeing Policy and Child Safety Code of Conduct and must take all reasonable steps to promote the safety and wellbeing of children.

Key Responsibilities — Child Safety

- Model and champion child-safe behaviours at all times, consistent with the school's Child Safety Code of Conduct
- Maintain awareness of, and comply with, all child safety policies, procedures and legal obligations, including mandatory reporting obligations under the Children, Youth and Families Act 2005 (Vic)
- Report any concerns about the safety or wellbeing of a child to the Child Safety Officer / Principal without delay
- Complete mandatory child safety induction training prior to or upon commencement, and participate in ongoing child safety education and training
- Maintain a current Working with Children Check (WWC) clearance or VIT registration at all times during employment
- Contribute to the school's child-safe culture by identifying and reporting risks to child safety

Selection Criteria — Child Safety

- Demonstrated understanding of, and commitment to, child safety and the Child Safe Standards
- Knowledge of, or willingness to develop knowledge of, mandatory reporting obligations and child protection legislation in Victoria
- Ability to identify and respond appropriately to child safety risks and concerns
- Understanding of appropriate professional boundaries when working with children and young people

The terms, conditions and other obligations of your employment are covered under the Plenty Valley Christian College Enterprise Agreement 2025.

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification in response to the strategic direction of the College, and the development of the skills and knowledge of the position.

[https://plentyvalley.sharepoint.com/sites/hrstaffsallylees/shared documents/general/hr working folder/position descriptions/general staff/pd junior ict support officer.docx](https://plentyvalley.sharepoint.com/sites/hrstaffsallylees/shared%20documents/general/hr%20working%20folder/position%20descriptions/general%20staff/pd%20junior%20ict%20support%20officer.docx)

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POSITION ACCEPTANCE

I accept the position description as stated above, and that it may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Employee:

Name

Signature

Date

__/__/____

Manager

Name

Signature

Date

__/__/____