

POSITION DESCRIPTION



The Cathedral School
of St Anne & St James
T O W N S V I L L E

ROLE TITLE:

Information Technology Officer (IT Officer)

REPORTS TO:

Luke Bails (Principal)

Ben Dallimore (Director of ICT)

Nicholas O'Sullivan (IT Manager)

INDUSTRIAL AGREEMENT:

The Queensland Anglican Schools Enterprise Agreement

School Officer – Technology & Communications

CLASSIFICATION:

Level 3

APPLICATION CLOSING DATE:

Applications will be reviewed as they are received.

The School reserves the right to appoint prior to the closing date.

The Cathedral School of St Anne & St James is seeking a motivated and customer-focused Information Technology Officer to join our dedicated ICT team.

This is an exciting opportunity for an IT professional who enjoys solving problems, working with people, and supporting innovative learning environments. Working across our Early Learning Centre, Junior School, Middle School, Senior School, Boarding and Administration areas, you will play a key role in ensuring the School's technology systems operate efficiently and effectively.

ORGANISATIONAL ENVIRONMENT:

The Cathedral School is an Anglican co-educational school of approximately 1200 students from six weeks old to Year 12 including 170 boarding students from Years 7 to 12.

PURPOSE AND MISSION:

Inquisitive minds. Kind hearts. Purposeful futures.

We strive to create a community where every student is supported and empowered to reach their potential, developing confidence, curiosity, and agency to shape their own learning within a caring and connected environment. Students are encouraged to grow not only as individuals but as engaged, connected, and responsible citizens who contribute to a shared purpose and the common good. We invite them to meet challenges in the way our founders intended – with love, courage, determination, service, and faith in God.

In this way, we nurture *inquisitive minds* to think deeply, *kind hearts* to act compassionately, and *purposeful futures* to be lived with meaning, hope, and resilience, honouring the vision that has united our Cathedral community for more than a century.

VISION:

Futures shaped by purpose, passion, and character.

We will achieve our vision of shaping futures by:

- Nurturing purpose, so that every member of our community knows who they are, what they value, and how they want to contribute:
- Embracing passion, so that lives are enriched with growth, balance, and joy:
- Developing character, through living the Gospel and building Christian community:

Our vision and mission bring together what we want all members of The Cathedral School community to know, love, and become.

ORGANISATIONAL EXPECTATIONS:

All employees are expected to conduct themselves professionally, ethically and responsibly in a manner that upholds the ethos and reputation of the School. Employees must treat students, families, colleagues, contractors, volunteers and the wider school community with courtesy, fairness and respect, and contribute to a safe, inclusive and child-safe environment.

Employees must comply with the School's policies, procedures, lawful and reasonable directions and organisational practices, including the Staff Code of Conduct – Student Safety and Wellbeing, Student Safety and Wellbeing Manual, Dress Code, Work Health and Safety requirements, privacy and confidentiality obligations, and mandatory training relevant to their role.

Employees must perform their duties to the best of their ability, be accountable for their conduct, decisions and performance, act honestly and in good faith, work collaboratively, and contribute positively to the School community.

The Cathedral School is committed to the safety, welfare and wellbeing of children and students. Employees must promote and protect student safety, maintain appropriate professional boundaries, exercise duty of care and supervision, and promptly report concerns, allegations, disclosures, risks or breaches in accordance with school procedures and applicable legal requirements.

Employees must complete annual induction and mandatory training, follow school procedures, take reasonable steps to prevent foreseeable risk of harm, and escalate concerns where a student's safety, welfare or wellbeing may be at risk.

As a condition of employment, employees must hold and maintain all qualifications, registrations, suitability clearances and authorities required for their role, including, where applicable, Queensland College of Teachers registration, a current Suitability Notice (Blue Card), National Police History Check, First Aid and CPR certification. Proof of qualifications will be required prior to commencement.

Employees must ensure they are fit for duty, take reasonable care for their own health and safety and the health and safety of others, and comply with work health and safety legislation, risk management processes and incident reporting requirements.

Confidential, personal and sensitive information obtained through employment must only be accessed, used, stored or shared for legitimate school-related purposes. Employees must not disclose information to unauthorised persons or use it for personal advantage, to benefit another person, or in a way that may cause harm or detriment to any person, body or the School.

Employees must communicate professionally, respectfully, accurately and in a timely manner, use approved school systems and processes where required, and maintain appropriate confidentiality in all dealings with students, families, colleagues and external parties.

Employees may be required to undertake duties outside their usual role or specialism, provided those duties are lawful, reasonable and within their skills, competency and capability. This position description is a guide only and is not intended to be an exhaustive list of duties.

PRIMARY ROLE PURPOSE:

The Information Technology Officer is a full-time position working 46 weeks per year. The position requires a passionate information technology enthusiast who is motivated by the challenges of a continuously evolving environment and exceeds expectations by providing exceptional IT support.

The position's role is to work within the IT department to assist them with their large workload in the provision of information technology services to the school. You will be required to perform a range of IT functions in accordance with the school's approved policies and procedures in a timely and accurate manner. The role will be required to provide training, deliver help-desk software and hardware support, whilst constantly looking to stay ahead of the technological advances being made within the school system to benefit staff and students.

Hours will be worked based on operational demand with standard hours for the IT department being 8.00am to 4.00pm Monday to Friday.

As an IT Officer, you will be required to fulfil the following main functions. These being:

1. Communicate with teachers daily, offering technical support and ongoing solutions.
2. Support staff and students with technical issues on MacOS and Windows Devices.
3. Maintain and update classroom technologies such as Interactive Flat Panels and screensharing devices.
4. Liaise with third party vendors to manage printer and hardware fleets.
5. Manage user accounts and related access profiles.
6. Respond as required to software, hardware, and network issues promptly and efficiently or escalate as required.
7. Assist in monitoring critical network infrastructure.
8. Actively research new technologies to assist our thriving learning community of excellent practitioners and curriculum innovators.

The position is expected to support the school community (Principal, staff, students, and parents) in the continued promotion of the philosophy of the school which is founded on the Mission Statement.

RELATIONSHIPS AND AUTHORITY:

The position is responsible to the Director of ICT through the IT Manager and is expected to work in consultation with all members of the school. The Employees at this level are responsible and accountable for their own work and may have designated responsibility for the work under their control.

The IT Officer's role spans across the whole school; Early Learning Centre, Junior School, Middle School, Senior School, Boarding and Administration and is expected to plan and coordinate the tasks assigned by the IT Manager and carry out these duties under general supervision, using established procedures, practices, and instruction.

Problems are solved by reference to established practices and procedures, and the application of initiative or judgement in applying them or by reference to the Director of ICT or IT Manager.

The position involves communication via telephone, email, correspondence or in person with staff, students, and parents.

Experienced employees may be required to provide peer guidance and train less experienced staff in their area of knowledge.

SKILLS AND KNOWLEDGE:

ESSENTIAL CRITERIA

The IT Officer will be required to meet the following Essential Criteria and actively work towards obtaining the desired competencies, knowledge, and skills.

Qualifications

- Certificate IV in IT is the minimum formal qualification. Experienced IT Officers without formal qualifications who possess the skills and abilities outlined below may be deemed equivalent to above qualifications depending upon the area of experience.
- Valid Working with Children Check (Blue Card).

Competencies, Knowledge & Skills

- A customer service focus with attention to detail.
- Strong familiarity with Microsoft Office.
- Advanced user knowledge of Windows, MacOS and iOS systems.
- Experience with troubleshooting network and software issues on Windows, MacOS and iOS devices.
- Ability to communicate effectively with a diverse group of people and be able to explain technical issues in 'plain English'.
- A good understanding of technology trends.
- Advanced interpersonal skills, including listening, communication, and consulting skills, that build and maintain positive and productive working relationships.
- Ability to organise and prioritise own work activities and schedules to meet established deadlines and achieve high-quality work outcomes.
- Ability to problem-solve and be proactive in the workplace.
- Time management and organisational skills.

- Ability to demonstrate maturity, flexibility, creativity, and initiative within work role.
- An understanding of work health and safety and anti-discriminatory practices.

Desirable Qualifications, Competencies, Knowledge & Skills

- Experience providing customer-facing IT support.
- Desire to gain more skills and experience in IT administration.
- Experience with Audio Visual equipment.
- Familiarity with wide range of software used for education such as Adobe Creative Cloud Suite, Microsoft OneDrive and Teams.

KEY ACCOUNTABILITIES:

The IT Officer's role spans across the whole school; ELC, Junior School, Middle School, Senior School, Boarding and Administration. Whilst the duties of the IT Officer are under the direction of the IT Manager, the IT Officer is expected to plan and coordinate the tasks assigned by the IT Manager or Director of ICT and carry out these duties under the general supervision of the IT Manager.

SUPPORT STUDENTS AND STAFF

- Offer technical support.
- Communicate solutions.
- Provide support for a wide range of student BYO devices.
- Troubleshoot connectivity between devices and classroom systems.
- Maintain, troubleshoot and support school-supplied laptops issued to students under the school's device program, alongside providing best-effort support for student BYO devices.
- Use Microsoft Intune to enroll, configure, deploy and monitor managed devices.
- Use JAMFPro to enroll, configure, deploy and monitor managed Apple devices.
- Maintain accurate records within the school's asset management system and take ownership of assets assigned to staff and students, including allocation, tracking and return.

USER ACCOUNTS AND RELATED ACCESS PROFILES

- Create new and remove old users.
- Create profiles and user directories.
- Assist users in resetting passwords and troubleshooting access difficulties.

SOFTWARE AND HARDWARE SUPPORT

- Imaging and deploying new devices to staff and classrooms.
- Maintaining and updating classroom sets of devices of Windows laptops and iPads.
- Maintaining and updating classroom technology such as Interactive Flat Panels.
- Troubleshooting various issues in a wide range of education software.
- Troubleshooting hardware issues on school-owned devices and liaising with vendors for warranty.

HELP DESK

- Provide support to users such as staff, students and parents. This may include assisting with login or email problems and providing support for applications.

- Ensure that technical support requests and resolution of the same are monitored and documented as required.
- Ensure technical support requests or projects are attended to within defined response times and that students and staff are informed of progress and completion of the task.
- Assist users in recovering lost or deleted files.
- Identify patterns suggesting larger network or infrastructure issues and work with the ICT team to find solutions.
- Provide technical support in the STEM area to staff and students.
- Present uses of new technologies at IT meetings.
- Working with the ICT team to handle all maintenance issues that cannot be resolved in defined response times or that require assistance.
- Communicate solutions to staff through one on one training or group training sessions.

OTHER

- Under guidance of the IT Manager:
 - Perform basic server, network, cloud or application administration tasks as required.
 - Assist with technology projects including upgrades, new system implementations, and migrations.
- Maintain asset register.
- Maintain and update technical knowledge as required.
- Take responsibility for projects assigned by IT Manager.
- Maintain confidentiality of information regarding students, parents, teachers, management, and staff.
- Work as part of the team to achieve the aims and objectives of the school and develop cooperative relationships.
- Be clear about action to be taken in the case of emergencies.
- Staff meetings and professional development sessions are attended when instructed to attend.
- Relieve in other positions in the office in the absence of the incumbent.
- Perform any other duties requested by the Director of ICT or IT Manager.

WORKPLACE HEALTH & SAFETY

- Be aware of the school's WHS Management System and comply with all documented WHS policies, procedures, work instructions and verbal instructions issued by the school or its officers.
- Perform all work and associated functions in a safe manner.
- Correctly use and maintain all personal protective clothing and equipment supplied by the organisation.
- Identify hazards, conduct risk assessments, and take corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WHS procedures.
- Establish and maintain a high standard of housekeeping and cleanliness within individual work areas and on the school's property generally.
- Report and assist with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attend any team talks or specific training supplied by the school.
- Be familiar with the location of first aid equipment, fire protection facilities and evacuation procedures.
- Work in a manner that will not endanger yourself, other employees, or the general public.

APPLYING FOR THE POSITION

Applicants wishing to apply for the position are required to submit a **cover letter** and **resume** outlining their experience providing 3 work references to which the school can contact. We will assess applications as they arrive, so please apply today!

All staff at Cathedral are expected to support the philosophies of the school, must either hold or be able to obtain a Blue Card and/or be registered with the Queensland College of Teachers. Applicants will be subjected to blue card screening, referee checks, identification verification, and will be required to disclose any information relevant to their eligibility to engage in activities involving children and young people.