

Job Description

Title	ICT Support Officer
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Job Purpose	IT Support Officer provides a great opportunity for an IT professional to work with our existing, growing support team to deliver exceptional end-user support. You will also provide Audio-Visual support for school events.
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Interrelationships	Reports to	Head of Information and Learning Technology
	Direct report/s	N/A

Key Accountabilities	Accountability	Indicative Measure/s
	A Living Christian Faith and Culture	1.1. Actively committed to and demonstrating unity with other staff in service to our enduring purpose of equipping students to become disciples of Christ consistent with Tyndale's Mission, Vision, and Educational Creed (Matthew 28:19-20, Ephesians 1:4-6, 1 Peter 3:15). 1.2. Maintaining a faithful walk as a disciple of the Lord Jesus Christ including an active involvement with a Protestant/ Evangelical Christian church (Philippians 4:9, 2 Timothy 1:13-14, 3 John 1:2-8, Hebrews 10:25). 1.3. Embedding and promoting a Christian worldview based on Reformed theological doctrine including acceptance of the Lordship of Christ, the inerrancy of the Word of God, and the practical outworkings of these in all teaching, learning, and other work at Tyndale (Colossians 1:28-29, 1 Peter 4:10-11). 1.4. Demonstrating the fruit of the Spirit and the highest standards of conduct in dealings with students, families, staff, volunteers, and visitors (Philippians 2:1-18, James 2:24, Titus 2). 1.5. Complying with Tyndale's Staff Code of Conduct, our Child Safe Policy, and all other policies and requirements (Ephesians 6:5-8, Colossians 3:22-25, 1 Peter 2:13-20, Romans 13:1). 1.6. Encouraging and supporting fellow staff in their Christian service and work, including through

		attending and leading daily devotions, involvement in small groups, and through corporate prayer (1 Timothy 2:1, Hebrews 12:1-3, James 5:13-19).
	Customer Service Focus	2.1. Maintain an emphasis on the priority of outcomes in the classroom 2.2. Negotiate with clients to obtain outcomes that are consultative and effective for the school 2.3. Ensure that internal clients' needs and requirements are dealt with in a timely and efficient manner 2.4. Model agreed service standards 2.5. Provide ad-hoc training to the wider staff community as required 2.6. Use internal ticketing system to manage and provide support to end users – ensuring all tasks and solutions are effectively recorded 2.7. Commitment to continued learning and professional development. 2.8. Use initiative to find new solutions to problems
	Technical Support	3.1. Provide Level 1 support to end users 3.2. Action allocated tickets from the helpdesk system 3.3. Collaborate with other team members to effectively resolve tickets 3.4. Ensure all jobs are closed meeting agreed criteria 3.5. Contribute toward the development of knowledge base articles for Tyndale staff 3.6. Support and manage end user devices including Windows, MacOS, iPadOS, and Chromebooks. 3.7. Basic server and client operating system administration including user management, Active Directory, group policy, security management, printer management.
	Audio/Visual Support	4.1. Provide AV support for school events – this will involve some after-hours work. 4.2. Support live streaming events as required. 4.3. Liaise and plan with event managers. 4.4. Manage AV equipment and ensure school equipment is matched to expected outcomes. 4.5. Oversee improvements to the AV infrastructure in consultation with Head of Information and Learning

		Technology.
	Professional Standing & Development	5.1. Continuing professional development 5.2. WWCC clearance

Major Dimensions	- You will be passionate about the provision of first response and ticket-based ICT support to students, staff and parents, in compliance with internal SLAs. - Collaborate with the IT Support team to meet educational and business objectives. - Continually improve our service delivery framework and objectives. - Assist in the training and education of staff and students in the effective use of relevant digital technologies. - Analyse, troubleshoot and problem solve issues faced by end users, communicating effectively through the process. - Contribute to the teaching and learning outcomes of the school by viewing each interaction as an opportunity for learning. - Liaise with a range of vendors regarding purchasing, maintenance and support as directed by the Head of Information and Learning Technology. - Contribute to the development of a culture of data security, privacy and compliance. - Develop and maintain internal documentation and training resources for end users. - Contribute to the delivery of high standard events through the delivery of exceptional AV support
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Minimum Requirements	Qualifications: Knowledge, Experience and Skills: - Minimum 1 year in a similar role supporting end users - Experience managing AV requirements for small to medium sized events in a church or school. - A capacity for systematic analysis - Strong IT troubleshooting skills - Excellent communication skills - Outstanding organisational skills with the ability to manage and prioritise a range of tasks. - Ability to work independently and as part of larger teams. - Able to communicate with clarity
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Inherent Requirements	This position description is to be read in conjunction with the relevant <i>Inherent Requirements</i> document, which outlines the general spiritual, physical, sensory, and other demands associated with the broader family of roles to which this position belongs.
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Position Responsibilities	Please note that the responsibilities and duties outlined in this job description are subject to change at the discretion of Tyndale. This job description is intended to convey information
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Flexibility Notice

essential to understanding the scope of the position; however, the specific duties and responsibilities may evolve in response to the dynamic needs of the school.

Classification

Christian Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement, Level 3 School Administration Services