

# WAVERLEY CHRISTIAN COLLEGE Inc

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## Position Description

|                             |                                       |
|-----------------------------|---------------------------------------|
| <b>Position:</b>            | IT Helpdesk Officer                   |
| <b>Campus:</b>              | Wantirna South and Narre Warren South |
| <b>Employment Status:</b>   | FTE 1.0                               |
| <b>Reports Directly To:</b> | ICT Manager                           |

As a Help Desk Officer, you will provide first level support to our staff and students via phone, email, Teams and in person. You will communicate effectively to gather appropriate information regarding the computer issue, troubleshoot and use knowledge and resources to diagnose and resolve them. You will escalate issues that extend beyond the first level.

Ideally, you will have formal qualifications in information technology and at least 2 years' experience working in a help desk environment. Proficiency with Windows, OS/X and IOS devices is a must. You need to be a highly detail oriented and analytical individual to accurately capture and enter customer interactions into the ticketing system.

## Ministry Specifications:

### Duties

- Manage the ICT Service Desk to provide a high degree of customer satisfaction by responding to tickets, phone calls and walk-ins to find solutions or escalate issues within the IT team for quick resolution. This includes:
  - Perform troubleshooting using different diagnostic techniques.
  - Troubleshoot, diagnose, and resolve technical hardware and/or software issues.
  - Redirect unresolved issues to the next level of support personnel.
  - Log all help desk requests.
  - Identify and escalate situations or problems requiring urgent attention.
- Keep record of problems and their resolution up to date
- Follow up with users to ensure complete resolution of issues.
- Provide feedback on processes and make recommendations on areas to improve.
- Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting.
- Train computer users if possible and as necessary
- Setup and configure new computers as required.
- Reset and reimage devices.
- Stay current with system information, changes, and updates.

### Education, Qualifications and Experience

- Formal qualification in IT, Computer Science, or similar relevant field preferred and or sound experience in a similar role
- Working knowledge of fundamental operations of relevant software, hardware and

other equipment including mobile and networking devices including but not limited to switches and wireless access points.

- Cyber security training and awareness is desirable
- Experience researching, analyzing, and interpreting automated system problems.
- Knowledge and experience of customer service practices
- Related experience and training in troubleshooting and providing help desk support.
- Knowledge and experience with Office365 application suite

### **Key Skills and Competencies**

- Experience with Windows, OS/X and IOS devices
- Understanding of basic troubleshooting methodologies
- Able to work proactively and independently to troubleshoot or research issues.
- Basic understanding of networking (wired and wireless)
- Strong customer service focus
- Excellent verbal and written communication skills
- Learning skills
- Strong Problem analysis skills and problem-solving ability.
- Ability to adapt.
- Proven ability to work collaboratively as part of a team.
- Ability to plan and organise.
- Attention to detail.
- Ability to show resilience and flexibility during high-pressure situations.

### **Inherent Requirements of the Position**

#### **Administration / IT Staff**

- Contribute proactively to a culture of child safety.
- Prolonged periods of sitting
- Using a computer for a prolonged period of time
- Some repetitive actions (e.g., stapling, hole punching, collating)
- Occasional food handling and preparation
- Ability and licence to drive College cars, as required.
- Occasional bending, lifting, and carrying.
- Standing tasks requiring twisting and turning

### **Occupational Health and Safety Responsibilities**

- Ensure, so far as is reasonably practicable, that work areas under your control are without risk to the health and safety of occupants.
- To have knowledge of and comply with the College's OHS policies and procedures.
- To comply with all safe work practices, ensuring reasonable care of your own health and safety and that of other staff, students, and visitors
- Participate in relevant training and induction sessions.
- To report all incidents and/or potential hazards via the reporting system on the Staff Portal as soon as possible

### **College expectations of you include:**

- Be familiar with, and supportive of, the College's policies regarding child safety.
- Adherence to College Policies and Procedures
- Support of the Waverley Christian College ethos
- Upholding the College staff dress code

As part of your employment, you are expected to participate in a range of duties beyond clerical/administration responsibilities. The College Calendar provides additional detailed information. These duties may include, but are not limited to:

- Participation in relevant meetings
- Attendance on the first day for staff, Staff Retreat and end of year function.

Some duties will need to be performed at times other than during the school day, including on weekends. Your duties may be varied by the College from time to time in accordance with the College's operational requirements.