

Position Description



Position **Senior Support Officer – Information Technology Services (Indooroopilly)**

Purpose of position The Senior IT Support Officer provides access and assistance to students, staff, and parents in the use of our digital tools and platforms. They will continually drive customer centric solutions and aim to understand, meet, and exceed customer expectations.

Position type Corporate

Related positions:

Primarily reports to Manager, IT Operations - Information Technology Services

Key stakeholder(s) Students, staff, parents, contractors

Direct people manager for -

Position deliverables

Key focus area: **Service Desk Support**

Responsibilities

- Participate as an active member of the IT Services Support team providing Tier 1/Tier 2 and selected Tier 3 level support with a customer centric focus.
- Ensure Service Requests are prioritised and dealt with in a timely and effective manner within deadlines required.
- Liaise with Senior Systems Administrators or approved vendors to identify and resolve issues requiring escalation.
- Ensure accurate communications with detailed notes/resolution and appropriate documentation for all Service Requests.
- Develop and maintain Knowledge Base articles to empower customers with solutions to FAQs on IT issues and streamline IT Helpdesk operations by reducing the volume of routine support queries.
- Assist and support the Helpdesk Support level staff as an escalation point.
- Provide input into appropriate systems to assist the maintenance and management of the IT Services Asset Register and IT Services Software Catalogue.
- Work with a high level of initiative and independence supporting customers.
- Keep up to date with College IT services and systems along with broader cloud-based services including but not limited to Microsoft 365 and Google Classroom.

Key focus area: **Technical**

Responsibilities

- Apply a range of technical and other skills involving the self-directed application of knowledge gained through formal studies/qualifications as necessary to successfully carry out the duties of the position.

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Key focus area: All employees are responsible for contributing to the College’s strategic and operational outcomes and upholding standards of behaviour

Responsibilities

- Respect and uphold our Mission of “Excellence in Christian Co-Education” and our Christian Ethos.
 - Demonstrates respect and integration of Christian Ethos as appropriate to the position requirements and completes accreditation (Pathways) if and as required.
 - Demonstrates four professional behaviours of trust, accountability, unconditional positive regard, open feedback, and communication.
- Uphold Code of Conduct and Valuing Safe Communities standards
- Health and Safety:
 - take reasonable measures to protect their own health and safety and others.
 - follow all reasonable Health and Safety policies, guidelines, and directions.
 - if in a leadership position, additional accountability for operational management of safe work practices in their area. Includes making appropriate resources, information and training available to their team members.
- Understand and uphold standards in policies and other reasonable directions as directed.
- Comply with any directions noted in the employment contract and/or Lutheran Schools Single Enterprise Agreement.
- Actively and effectively participates in reasonable directions provided.

Selection Criteria

These selection criteria will form the basis to assess applicants for short-listing and determine the successful candidate. It is inclusive of essential knowledge, skills, experience, and behavioural competencies.

SC1 - Qualifications

- Completed a university qualification relevant to Information Technology discipline or combination of training and at least 2 years’ experience in a similar role.

SC2 – Knowledge and Experience

- Advanced knowledge within the Information Technology domain including Windows, Mac, and iOS operating systems.
 - Previous experience working on an IT Helpdesk/Service Desk (at least 2 years’ experience).
 - Advanced knowledge of Microsoft Office suite including Outlook and Office applications.
 - High level knowledge of Microsoft Active Directory, Microsoft Exchange, Microsoft 365 Cloud services, Google cloud services and Google Classroom.
 - Knowledge of network infrastructure, print services, cloud storage systems such as OneDrive, iCloud, and Google Drive.
 - High level understanding of MDM solutions and device SOE management.
 - Ability to learn and provide technical support on the College teaching and learning platforms and digital tools (such as Firefly, Learning Management System).
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SC3 - Interpersonal and Team Skills

- Demonstrated ability to work autonomously or collaborate as a member of a technical team to achieve deadlines with a customer focus.
- Demonstrate interpersonal capabilities to build professional relationships with key partners in the College community to deliver quality outcomes.
- Well-developed written and verbal communication skills and analytical and problem-solving abilities.
- A focus on continued learning and improvement.
- Act in a way that respects confidential and sensitive information and meets a high standard of behaviour and integrity in dealing with College information and data.

All employees

SC-E1 - Personal capabilities

- Demonstrated ability to exemplify care, dignity, and respect, delivered through high personal accountability for professional workplace conduct.
- Demonstrated commitment to reach their own potential (Plus Ultra) and in manner that aligns with the College's strategic and operational objectives and values.

SC-E2 – Christian Ethos

- An understanding of, respect and demonstrable support for the College's Christian ethos.

General Requirements

Compliance Requirements	Right to Work in Australia Blue card
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Terms and conditions	Enterprise Agreement Classification: School Officer Level 5
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Working arrangement: Full time, all year

Please refer to the Employment Contract, which may or may not include reference to the Queensland Lutheran Schools Single Enterprise Agreement.

Location:	Based at Indooroopilly. 66 Harts Road, Indooroopilly QLD 4068 With approved travel to Springfield – 42 Wellness Way, Springfield Central QLD 4300 and Ironbark – 318 Back Creek Road, Crows Nest QLD 4355.
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All employees may be required to travel to different locations to fulfil the requirements of their position.
