

Position Description

Position Title	Senior Support Officer – Springfield
Department	Information Technology Services
Reports To	Manager, IT Operations – Information Technology Services
Key Stakeholder(s)	Students, Staff, Parents, Contractors
Overview	<p>The primary purpose of the Senior Support Officer is to provide access and assistance to students, staff, and parents in the use of our digital tools and platforms. In this role, you will continually drive customer centric solutions and aim to understand, meet, and exceed customer expectations.</p> <p>Reporting to the Manager, IT Operations, this rewarding customer centric role will allow you to actively contribute to a positive workplace culture and ensure that you achieve highest standards of performance and integrity, and foster genuine partnerships across all levels of stakeholders to deliver College outcomes.</p>
Key Accountabilities	<p>Service Desk Support</p> <ul style="list-style-type: none"> • 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. <p>Technical</p> <ul style="list-style-type: none"> • 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. <p>e-Learning</p> <ul style="list-style-type: none"> • Provide technical support on education technology and digital tools for teacher use and implementation in classrooms. • Provide essential support to Manager, IT Operations on College approved eLearning services (e.g., Firefly, Turnitin, Teams) and assist in the review, renewal, and maintenance of these applications. • Facilitate successful induction of existing and new staff in the use of eLearning specific applications.

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	<ul style="list-style-type: none"> Provision tailored documentation and user guides to assist staff on support related FAQs.
<p>Selection Criteria</p>	<p><i>These selection criteria will form the basis to assess applicants for short-listing and determine the successful candidate.</i></p> <p>Experience and qualifications</p> <p>SC1: Completed a university qualification relevant to Information Technology discipline or combination of training and at least 2 years’ experience in a similar role.</p> <p>Knowledge, skills and capabilities</p> <p>SC2: Advanced knowledge within the Information Technology domain including Windows, Mac, and iOS operating systems and advanced knowledge of Microsoft Office suite including Outlook and Office applications.</p> <p>SC3: Previous experience working on an IT Helpdesk/Service Desk (at least 2 years’ experience) and a high-level understanding of MDM solutions and device SOE management.</p> <p>SC4: 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.</p> <p>SC5: Ability to learn and provide technical support on the College teaching and learning platforms and digital tools (such as Firefly, Learning Management System).</p> <p>SC6: Demonstrated ability to work autonomously or collaborate as a member of a technical team to achieve deadlines with a customer focus. Well-developed written and verbal communication skills and analytical and problem-solving abilities.</p>
<p>Terms and Conditions</p>	<p>Classification – School Officer Level 5 Salary – 61388 – 64385 Tenure – Part time, all year (0.8 FTE) Terms and Conditions – Please refer to the <i>Queensland Lutheran Schools Single Enterprise Agreement 2020</i>.</p>
<p>Location</p>	<p>St Peters Lutheran College - Springfield 42 Wellness Way Springfield Central QLD 4300</p> <p>With approved travel to Indooroopilly - 66 Harts Road, Indooroopilly QLD 4068.</p> <p>All employees may be required to travel to different locations to fulfil the requirements of their position.</p>

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Professional Behaviours	<p>Applicants are expected to respect and uphold the College’s Mission of “Excellence in Christian Co-Education”, support the Christian ethos of St Peters Lutheran College and demonstrate courtesy, co-operation and teamwork with fellow members of staff.</p> <p>Uphold Code of Conduct and Valuing Safe Communities standards.</p> <p>Actively and effectively participate in reasonable directions provided.</p>
Child Protection	<p>All employees of St Peters are required to familiarise themselves with and adhere to the College’s Child Protection Policy and Procedures, and complete annual Child Safety Training.</p>
Health & Safety	<p>All employees are required to take reasonable measures to protect their own health, safety and wellbeing, and that of others, and to follow all reasonable Health and Safety policies, guidelines, and directions.</p> <p>Managers hold additional accountability for operational management of safe work practices in their area, including making appropriate resources, information, and training available to their team members.</p>
Policies & Procedures	<p>Employees are expected to understand and act in accordance with St Peters policy and procedure documents that are available on the College’s intranet, relevant legislation and directions within the employment contract and/or <i>Queensland Lutheran Schools Single Enterprise Agreement</i>, and take the responsibility to maintain currency with these.</p>
Compliance Requirements	<p>Current Blue Card and/or Queensland College of Teachers Registration.</p> <p>Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance.</p> <p>Timely completion of mandatory training requirements and training relevant to their role.</p>
Other relevant information	<p>The College will conduct relevant and required applicant checks which includes and is not limited to, contacting current and previous employer(s) to substantiate employment history, past conduct and performance.</p> <p>St Peters Lutheran College aims to be a preferred employer by fostering and valuing diversity, ensuring equitable and fair treatment for all, and respecting and upholding human rights.</p> <p>The College is committed to increasing the participation rate of Aboriginal and Torres Strait Islander people through best-practice recruitment methods and producing positive training and employment outcomes for Aboriginal and Torres Strait Islander people within the wider communities.</p> <p>The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i>.</p>

Further information about St Peters can be found at www.stpeters.qld.edu.au

April 2023