

POSITION DESCRIPTION

Audio-Visual and IT Helpdesk Technician



The Audio-Visual and IT Helpdesk Technician is responsible to the Principal through the ICT Manager and the Business Manager. This role is responsible for leading the College's AV operations and supporting the ICT team in delivering excellent customer service and resolving technical and audio-visual issues.

This role requires excellent communication and organisational skills, as well as a strong ability to prioritise tasks and manage time effectively.

CHILD SAFETY:

Every person employed or volunteering at Kolbe Catholic College has a responsibility to understand the importance and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all they do and every decision they make ([CECV Commitment Statement to Child Safety](#))

Such responsibility requires employees to:

- Providing a child-safe environment.
- Being familiar with and complying with the school's child-safe policy and code of conduct, along with other child safety-related policies.
- Proactively monitoring and supporting student wellbeing.
- Exercising pastoral care reflecting school values.
- Implementing strategies to promote a healthy and positive learning environment.

RESPONSIBILITIES:

Audio Visual

- Maintain and organise the audio visual (AV) systems (including sound, speaker and visual equipment, data projectors, cameras, livestreaming, mixing desks, lighting, cabling and media content.
- Set up and assist with AV requirements for assemblies, masses, meetings and other events, including some after-hours requirements.
- Maintain an inventory of audio-visual equipment, including locations and loans.
- Catalogue AV materials.
- Conduct an annual stock take of AV equipment.
- Evaluate and select equipment and make recommendations for purchase.
- Obtain cost estimates for purchase of new equipment and the maintenance of existing equipment.
- Maintain an electronic booking system.
- Ensure adequate supplies of spare parts and accessories.
- Support staff and students in operation of AV equipment.

Helpdesk Technician / ICT Support

- Troubleshoot and resolve technical issues.
- Assist the Helpdesk/ICT team, provide training, and conduct performance evaluations.

- Manage escalations and ensure any issues are resolved in a timely manner.
- Make recommendations to improve operational efficiency.
- Assist with managing Helpdesk ticketing system.
- Communicate with clients and providing in-person and phone support, if required.
- Supervise the staff and student laptop program as well as attend to hardware and software issues.
- Assist staff and students with computer issues on a one to one and small group session basis.
- Attend to ICT issues that arise within the College as directed by the ICT Manager.

OTHER DUTIES

- Attend non-teaching staff meetings and team meetings as required.
- Other duties as required by and negotiated with the Principal, Business Manager and ICT Manager.
- Undertake regular professional learning to maintain a high level of awareness of current and best practice in the major areas of responsibility associated with the role.
- Support and comply with the implementation of Kolbe's Child Safe Policy and Code of Conduct, and other College policies and procedures relating to child safety.
- The list of duties may be further developed and modified to utilise the individual strengths and initiatives of the incumbent.

POSITION CLASSIFICATION:

- Position: Audio-Visual and IT Helpdesk Technician
- Remuneration: Education Support Officer – Category C, Level 3
- Tenure: Full time ongoing.
- Review - a performance review process will be developed based on a self and peer appraisal.

KEY SELECTION CRITERIA

General

- Relevant work experience in a school environment would be an advantage
- Suitable qualifications and/or experience in Audio Visual and ICT.
- Commitment to the values and ethos of Kolbe Catholic College.
- Current Working with Children Check.
- Current National Police History Check.

Applicants to the position should be able to demonstrate: :

- Experience in Audio Visual products and equipment
- Demonstrated competent level of computing and Microsoft skills including Outlook, Word and Excel.
- Experience with Apple and Windows PC platforms.

Position Description

Audio-Visual and IT Helpdesk Technician

- Demonstrated initiative to improve AV/IT services and keep abreast of current and emerging technologies
- Ability to maintain confidentiality of records and information.
- Ability to deal with ambiguity, pressure and change and readily adapt to changing environments.
- Demonstrated commitment to contributing to a positive and constructive team environment.
- Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines.
- Ability to work effectively in a busy environment.
- Ability to cultivate productive working relationships in a team environment.
- A high level of initiative and ability to achieve results.
- Strongly developed interpersonal and communication skills.