**Iona College Geelong**

**Role Description**

**ICT Support Officer**

|  |
| --- |
| **Overview**Iona College is a new Co-educational Catholic College which opened in 2020 to serve the educational needs of students in the Geelong area.  Current enrolments accommodate Year 7 and Year 8 students with a new Year level added each year.  We will ultimately build a secondary school population upwards of 1400 students over the next ten years. The College vision incorporates the aspirational statement, ***‘Learning to Change the World’*** as we shape and develop a robust learning program designed to engage and inspire.  Iona College is not being built to replicate the educational options that already exist in the Geelong region; rather it is the chance to put into action the latest advancement in educational thinking that ensures that students are equipped for the demands of the future. *The Iona College community is committed to the safety, wellbeing and protection of all children in our care* |
| **Position:** | ICT Support Officer |
| **Remuneration Scale:** | Level 2, Category A |  |
| **Full Time Equivalent:** | 0.60 FTE | 3 days per week8am – 4pm |
| **Reports to:** | Principal via the ICT/Business Managers |
| **Position Summary-**The ICT Support Officer will be the primary point of contact for all students and staff. The role is responsible for providing end to end support and assisting technology related challenges at the college. The ICT Support Officer will assist the ICT Manager in ensuring all technology at the College is operating to a high standard which aids learning and teaching. **Statement of Duties-****Manage day to day ICT helpdesk operations*** Answer all helpdesk emails
* Provide staff and students 1:1 support
* Troubleshoot software issues
* Answer incoming calls
* Troubleshoot user passwords
* Maintain college loan device fleet
* Assist parents with PAM access
* Troubleshoot wireless issues
* Maintain a surplus of external accessories (Chargers, styluses, laptop cases)
* Prepare new devices for staff and students
* Assist with yearly device roll outs
* Ensure the helpdesk space is clean and non-hazardous
* Escalate unresolved issues to the ICT Manager

**Manage device and technology repairs*** Log all warranty and accidental damage claims
* Assess repaired devices
* Liaise with our repair provider to ensure all repairs are completed in a timely manner
* Organise and distribute repaired devices

**Provide phone and remote support to all staff and students*** Assist students and staff through college remote services
* Provide support through Microsoft Teams
* Assist or troubleshoot parent account details via phone

**Maintain Audio Visual equipment (Digital Displays)*** Maintain all college interactive displays
* Update displays to latest software versions
* Check for damage and report to ICT Manager
* Provide basic training to staff

**Log and provide resolutions to helpdesk issues*** Maintain the college helpdesk ticket system
* Upload asset data
* Assign users to devices
* Provide students and staff a timeframe when jobs will be completed

**Personal Attributes-*** Support of the Vision and Mission of Iona College Geelong as a Catholic College
* Loyalty, trustworthiness, dependability and reliability
* Given the nature of the establishment of a new College - flexibility, patience and resilience will be key personal attributes particularly in stressful situations
* Compassion, objectivity and clarity when handling difficult situations
* High-level collaboration skills and accepting accountability when making decisions
* Ability to seek support and clarification including when handling sensitive situations and information
* Enthusiasm about working with young people in an educational setting
* Openness to learning in all situations
* Ability to adapt skills over time
* Engage in ongoing relevant professional development
* the appropriate avenues and resources for seeking support and clarification including when handling sensitive situations and information
* the appropriate referrals to the offices of the Principal, the Business Manager, Administration staff, members of the Leadership Team or other teaching or non-teaching staff.
* Time management
* Communication and listening skills
* Demonstrate patience
* Multitasking
* Responding to requests in a timely manner
* Ability to work collaboratively and as a team
* Provide effective solutions

**Skills & Capabilities-****Technology skills and understandings*** Active Directory
* Azure AD
* Office 365
* System Center configuration manager
* Wireless Technologies
* Software
* Client & user reporting
* Helpdesk Ticket platform
* Learning Management system (SIMON)
* Parent Access module (PAM)
* Print management software
* Hardware understanding and repair
* IPECS VOIP system
* Local area networks
* Audio and display technologies
 |
| **Background & Qualifications** | Experience in an educational setting.Experience in an ICT Support role preferred |
| **Other Requirements** | Valid Working with Children Card.Current First Aid Certificate |
| **Contract and Conditions** | Employment: Fixed term contract until end of the 2023 school year.Possibility of ongoing employment as the school growsConditions: Entitlements under the Victorian Catholic Education Multi-Enterprise Agreement 2018  |
| **Authorised by: Damian McKew - Principal**  |