

Iona College Geelong ICT / AV Support Officer Role Description

The ICT/AV Support Officer will be the primary point of contact for all students, staff and College community members seeking technology support. The role is responsible for providing face-to-face, phone or email support to all College members. A key function of this role is to provide Audio Visual support. The ICT/AV Support Officer will be responsible for maintaining all Audio Visual equipment and setting up Audio Visual equipment for College events.

REMUNERATION SCALE:	Level 2, Category C \$65,076- \$74,733
FULL TIME EQUIVALENT:	Full time – 1.0
REPORTS TO:	Principal via the ICT/Resource Manager

STATEMENT OF DUTIES	
Key Responsibilities	<ul style="list-style-type: none"> • Answer all service desk emails in a timely manner • Escalate unresolved issues to senior support staff • Answer incoming calls • Provide students, staff and College community members technology support • Troubleshoot software issues • Troubleshoot user account issues • Maintain College loan device fleet • Assist parents with login issues • Troubleshoot wireless issues • Respond to printer enquiries and work with our third-party supplier if required • Maintain a surplus of external accessories (Chargers, styluses, laptop cases) • Prepare new devices for students and staff • Assist with yearly device roll outs • Ensure the helpdesk space is clean and non-hazardous • Loan equipment out to students and staff • Ensure ICT equipment loan records are current and up to date • Complete daily reports for overdue ICT equipment <p>AV Support Role Responsibilities</p> <ul style="list-style-type: none"> • Maintain all College Audio Visual Equipment • Setup Audio / Visual equipment for live streaming events



	<ul style="list-style-type: none"> • Setup streaming software to cater for themed streaming events • Setup Audio / Visual equipment for events, guests or functions • Edit video footage for internal/external publications • Provide photo/video content to the Marketing and Communications Officer • Take part in College events where media capture is required (External or Internally hosted) • Organise the collection of Audio Visual equipment for students • Maintain College video archives through various external sites/vendors • Assist the Resource Assistant with asset record keeping of all Audio Visual Equipment <p>Manage device and technology repairs</p> <ul style="list-style-type: none"> • Log all warranty and accidental damage claims • Assess repaired devices • Liaise with our external repair provider to ensure all repairs are completed in a timely manner • Organise and distribute repaired devices <p>Log and provide resolutions to ICT service issues</p> <ul style="list-style-type: none"> • Work collaboratively with ICT Support Officers to monitor and maintain the College helpdesk ticket system • Keep up-to-date records of College assets • Assign users to devices • Provide students and staff a timeframe when jobs will be completed • Log all support requests and resolution <p>Maintain Audio Visual equipment (Digital Displays)</p> <ul style="list-style-type: none"> • Maintain all College interactive displays • Update equipment to the latest software versions • Regularly check displays for damage & organise repairs when required • Provide basic training to staff
<p>Professional Development</p>	<ul style="list-style-type: none"> • Commitment to the ongoing professional development in your role • Continue the development of ICT skills and technologies • Participation in the Annual Review Meeting process • Maintain professional competence and training • Uphold professional standards expected of this role
<p>General</p>	<ul style="list-style-type: none"> • Model and celebrate behaviours that reflect the values of Catholic Education and represent the College in a positive and professional manner • Strive to achieve the College vision, mission, and goals • Contribute to a culture that engenders transparency, responsibility, and accountability • Attend all relevant directed activities and staff meetings



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	<ul style="list-style-type: none"> Attend whole school events as directed by the Principal Undertake other duties related to this role as directed by the Principal, Deputy Principals, or Business Manager
Key Relationships	<p>Internally</p> <ul style="list-style-type: none"> Principal Deputy Principals ICT/Resource Manager Staff Students <p>Externally</p> <ul style="list-style-type: none"> Parents and visitors MACS CECV
Risk and Occupational Health and Safety	<p>Staff at Iona College Geelong will:</p> <ul style="list-style-type: none"> Comply with legislated occupational health and safety practices and participate in consultative processes Observe safe work practices in accordance with training and instruction given Identify, report and where appropriate, action risks/hazards to eliminate or mitigate against the risk reoccurring (risks arising in the workplace may be financial, site, task or person-specific or related to safety) Promote and implement Occupational Health and Safety and risk mitigation processes within the College

QUALITIES AND CAPABILITIES	
Commitment to Catholic Education	<ul style="list-style-type: none"> An understanding of the ethos of a Catholic school and its mission A commitment to Iona College's Vision & Mission
Commitment to Child Safety	<ul style="list-style-type: none"> An understanding of child safety and appropriate behaviours when engaging with young people A willingness to obtain a Working with Children Check and National Police Record Check Be familiar with the legal obligations relating to child safety (mandatory reporting) Demonstrate an understanding of Victoria's 11 Child Safety Standards
Knowledge and Understandings	<ul style="list-style-type: none"> A comprehensive understanding of the College's policies and procedures Use the appropriate avenues and resources when seeking support and clarification including when handling sensitive situations and information



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<p>Skills / Attributes</p>	<ul style="list-style-type: none"> • 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 • 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 <p>Required Skills & Capabilities</p> <ul style="list-style-type: none"> • Active Directory (Basic – Moderate user management) • Understanding of cloud technologies • Microsoft 365 • Windows 11 troubleshooting • Audio mixer/desk setups • Understanding of Audio & Visual hardware • Understanding of Camera technologies • Wireless Technologies • Software troubleshooting • Client & user reporting • Helpdesk Ticket systems • Print management software • Hardware understanding • Local area networks (Understanding a Windows domain environment) • Audio and display technologies • Video Editing using various software suites <p>Desired Skills & Capabilities</p> <ul style="list-style-type: none"> • Photo / Special effects editing using various software
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Experience and Qualifications	<ul style="list-style-type: none">• Experience in an educational setting• Experience in an ICT Support role preferred
Other Requirements	<ul style="list-style-type: none">• Valid Working with Children Check• National Police Check• Have Australian citizenship or permanent residency or hold a visa with appropriate working rights• Comply with the Iona College Child Safety Commitment
Contract & Conditions	<p>Employment: Full-time ongoing contract commencing in January 2025. Conditions: Entitlements under the Catholic Education Multi-Enterprise Agreement 2022.</p> <p>Due to the nature of the role, some events require the ICT/AV Support Officer to attend and provide support. Additional hours worked outside normal operating hours will be credited as Time In Lieu to be taken on the first week of each term break.</p>
Authorised by	Damian McKew- Foundation Principal
Date	October 2024