



Position Summary:	ICT Support Officer
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This is a full-time position with 4 weeks annual leave.

We are looking for an enthusiastic ICT Support Officer to join our ICT Services team. The role provides proactive and customer service focussed ICT support for staff and students as well as supporting teachers with the effective use of technology in the classroom.

Position Summary

The ICT Support Officer is a member of the ICT Services team, responsible for the day to day ICT needs of the School. The role provides proactive and customer service focussed ICT support (including training) for staff and students as well as supporting teachers with the effective use of technology in the classroom.

The role is full-time, with hours of work 7:30 am to 3:30 pm, and includes 4 weeks of paid annual leave. As some support occurs outside these hours, including evenings and weekends, hours of work may be varied from time to time.

General Responsibilities

- Support the School by providing high quality ICT Support to staff, students and parents in a consistent and reliable manner
- Support the School by ensuring the continuity of services, along with the security and integrity of data
- Support the School by responding to all enquiries in a prompt, courteous and professional manner
- Assist with audio, visual and lighting for events as required, including supervising permitted student use of AV equipment
- Provide technical support and training to all teaching and support staff
- Ensure all jobs are prioritised and actioned in a timely manner
- Assist in the management and use of hardware including laptops, tablets, digital cameras and video cameras, data projectors, and phone systems
- Organise warranty and non-warranty repairs as required
- Develop and maintain documentation and electronic resources to promote the use of ICT
- Ensure that tasks are escalated or assigned to third-party service providers as appropriate
- Maintain accurate asset records of any equipment owned or purchased by the School using the school's asset register
- Undertake formal and informal training to improve skills in hardware/software used by the School



Essential Skills

- Ability to systematically analyse and solve problems
- Strong technical abilities across a broad range of technologies
- An understanding of networking basics including routers, switches and wireless networks
- Ability to create and maintain detailed documentation
- Excellent written and verbal communication skills and interpersonal skills
- An ability and desire to learn new skills quickly
- Discretion in handling confidential matters
- Able to work effectively in both a team and individually
- Strong organisation and time management skills

Desirable Skills

- Relevant industry certifications
- Experience working with Mac OS, Windows, ChromeOS and iOS operating systems
- 1-2+ years experience in similar roles within small to medium environments
- Experience in SOE creation and maintenance
- Experience in IP telephony support
- Experience in device management – JAMF, Microsoft Intune, and MacOS/Windows fundamentals
- Experience in wireless network administration
- Experience working with a learning management system
- Advanced skills in using G-Suite and Microsoft Office applications

Other Requirements and Conditions of the Role

- The appointee will be required to hold a Working With Children Check (WWCC) number by the date they commence employment.

How to apply

Applicants are to apply using the [support staff application form](#) found on our school's [website](#). All employees at Shire Christian are expected to be personally committed to the school's mission, vision and statement of faith and should be actively involved in a church community.

Applications should be emailed to principal@shirechristian.nsw.edu.au with the words *ICT Support Officer Employment Application* in the subject line. Enquiries about the position are welcome. Please phone 02 8525-5111 or send an email to the address shown above.

Due date for applications: Monday 9 August 2021