ICT Support Technician

Education Support Officer (Grade 2)
Job and Person Specification
Permanent Full-Time Position
To commence ASAP

Cardijn College is an R-12 co-educational Catholic school in the Marist tradition, deeply inspired by the method of College patron Joseph Cardijn with a foundation built on the three pillars of his teachings; to See, Judge and Act. Educating and inspiring students in the beautiful Southern Vales region of Adelaide since 1984, Cardijn has grown to encompass three sites, each with distinct offerings.

Cardijn College at Noarlunga Downs offers Years 7-12 and is renowned for academic excellence and a vibrant extra-curricular program. Cardijn College Marcellin at Christie Downs provides a wide variety of vocational education and training opportunities for students in Years 10 – 12 and beyond, with relationships that extend well into their careers. Cardijn College Galilee at Aldinga offers Reception to Year 8, expanding to include Year 9 in 2023.

With a current enrolment of 1885 students and 250 staff, Cardijn College is an institution which strives to be a beacon of faith in the community, with students who have enormous influence and impact on both a local and global level.

Role Specification

The ICT Support Technician is accountable to the Director of ICT for the provision of low-level software, hardware and logistical support. They will become the frontline resolution for the ICT Services Help Desk, and provide quality technical support for computer systems, operating environments and all related software applications. The ICT Support Technician is responsible for the provision of maintenance, support and written documentation for all desktop applications and services as advised. The purpose of this role is to essentially provide strong support throughout the lifecycle of the College's end user devices.

Person Specification

The ICT Support Technician will possess:

- An understanding of and a capacity to support the Catholic ethos of the College.
- An ability to work as part of a team in the provision of ICT services across all campuses of Cardijn College.
- The capacity to function as frontline support for the community via the ICT Services Help Desk.
- An ability to provide maintenance, support and written documentation for all desktop applications and services.
- Excellent interpersonal and communication skills.
- An ability to be resourceful, flexible and self-motivated to work independently.
- The ability to maintain a high level of confidentiality in relation to staff, students and families at the College.

Required Skills, Knowledge, and Experience

The ICT Support Technician will possess:

- A sound knowledge in support of desktop clients including Windows 10 and Mac.
- A working knowledge of supporting Windows servers.
- Strong support of Desktop Applications.
- Good understanding of network-based computing.
- Experience working with ICT in an educational setting.
- Excellent interpersonal and time management skills
- Current knowledge of WH&S procedures.

Specific Requirements

- Applicants will need to be fully vaccinated with an ATAGI approved COVID-19 vaccination.
- A Working with Children Check (WWCC) and complete Responding to Risk, Harm, Abuse and Neglect- Education and Care (RRHAN-EC).
- First Aid, Basic Emergency Life Support certifications.

Employment Conditions and Benefits

Cardijn College provides a supportive, inclusive, and stimulating work environment, with access to outstanding facilities and resources to enable academic excellence. The employment terms and conditions are governed by the South Australian Catholic Schools Enterprise Agreement 2017.

- The commencing salary for this position is $64,249 (full-time equivalent per annum) in accordance with the South Australian Catholic Schools Enterprise Agreement 2017.
- Working hours are 37.5 hours per week for 48 working weeks per year. Start and finish times will be negotiated but must be worked between the ordinary working hours of 8:00am and 6:00pm, in accordance with the South Australian Catholic Schools Enterprise Agreement 2017.

Applications

If you are interested in this outstanding opportunity, please include the following in your application addressed to the Principal, Dr Paul Rijken:

- Cover letter outlining your strengths against the Role Specification, Person Specification and Required Skills, Knowledge and Experience (2 pages).
- Curriculum Vitae, including the names and contact details of three referees: - one of which must be your current employer (2-3 pages).
- All documents to be submitted as pdf files.

Please submit your applications online https://cardijncollege.bamboohr.com/jobs by **9:00am, Tuesday 5 July 2022.**

ICT Support Technician

Education Support Officer
Position Information Document

Name	
Responsible to	Director of ICT and ultimately to the Principal
Employment Status	Permanent
Classification	Resources Stream
Grade	ESO Grade 2
Commencement	
FTE	1.0 FTE
Hours per Week	37.5 hours
Weeks per Year	48 weeks

Broad Purpose

The non-teaching staff fulfil a vital role in supporting the College to ensure its administrative requirements are met. They must support the aims and philosophy of the school by making a positive contribution to the development of our Catholic Community. Non-teaching staff are encouraged to participate fully in the life of the College community and support school activities and functions. Occasionally non-teaching staff may be required to attend professional development sessions conducted by the College, within or outside of the employee's normal working hours and shall attend staff meetings and other meetings as required.

Description of Position

The ICT Support Technician is accountable to the Director of ICT for the provision of low-level software, hardware and logistical support. They will become the frontline resolution for the ICT Services Help Desk, and provide quality technical support for computer systems, operating environments and all related software applications. The ICT Support Technician is responsible for the provision of maintenance, support and written documentation for all desktop applications and services as advised. The purpose of this role is to essentially provide strong support throughout the lifecycle of the College's end user devices.

Key Working Relationships

- Principal
- Director of ICT
- College Leadership Team
- College Staff
- Students
- External providers

KEY AREAS OF WORK

The ICT Support Technician will:

Software and network

- Create and maintain student user login names, passwords, access rights, etc and user files, as requested
- Troubleshoot network and computer problems
- Maintain up to date virus protection software and response plan
- Install and update software on existing and new computers, including network support
- Maintain and upgrade software in accordance with school plans and services patches
- Set-up print servers and other network services
- Undertake and maintain effective backup strategy
- Evaluate new software as advised
- Create Standard Operating Environments, testing and deploying images as necessary
- Provide software support for all network software

Computing equipment checks, repairs and maintenance

- At the commencement of each day, check that the computing network is functioning correctly, and that people can log into the network. Also ensure that the server infrastructure is fully operational including environment (e.g. air conditioning, power)
- Immediately report all issues to all members ICT Services, and if problems arise that cannot be solved in a timely manner, inform the Director of ICT who will determine priority and strategy
- Be responsible for the maintenance of printers, toners and all related accessories
- Be responsible for the maintenance of all ancillary hardware devices
- Collect computers and components from suppliers
- Deliver and pick-up faulty hardware to/from place of repair
- Liaise with vendors regarding the organisation of IT maintenance repairs in a timely manner
- Review and co-ordinate the return of IT equipment upon end of lease in conjunction with the Director of ICT

Support and assistance to staff

- Provide computing and technology support for all staff through the help desk in a timely manner especially in relation to Office, Adobe, Consent2Go and SEQTA
- Provide professional development assistance and training to staff re commonly used software as required
- Provide support in changing the sign message to display school events as advised

Administrative tasks

- Assist with maintaining the College IT Asset Database and map of all computing equipment and resources, including their location, as well as identification marking as required
- Assist Administrative staff with any issues relating to school information systems
- Keep a log of tasks attended to each day and approximate time taken for each task
- Establish and maintain the Computing office as an organised and safe room
- File safely and in an organised manner the software and manuals, etc in the Computing office
- Co-ordinate the packaging and return of goods for freight as required

Other duties

- Investigate new technologies under the direction of the Director of ICT
- Attend product training and information seminars as required
- Display a willingness to maintain and further develop IT knowledge and technologies through ongoing professional development
- Other duties as required by the Principal and or Principal delegate

WORK HEALTH AND SAFETY

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012.

As a Worker while at work you must;

- Take reasonable care for your own health and safety
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers

Reference: Division 4, Section 27 and 28 WHS Act 2012

SPECIFIC REQUIREMENTS

Acquire and maintain:

- Applicants will need to be fully vaccinated with an ATAGI approved COVID-19 vaccination.
- Working With Children Check and Catholic Police Clearance to work in Catholic Education SA.

  Approved Mandatory Notification training (RRHAN-EC).
- First Aid training.

PERFORMANCE REVIEW

- All employees are required to proactively participate in the College's Performance Appraisal and Development Program including periodic review.
- On the first anniversary of appointment and biennially thereafter, or at another mutually agreed time, consultation will occur between the employer and the employee to ensure that the duty statement is accurate.

SIGNED _____ Date _____

(Principal or Delegate)

SIGNED _____ Date _____

(Employee)

ROLE REVIEW DATE _____

PERFORMANCE REVIEW DATE _____