ROLE DESCRIPTION

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<th>Position Title</th>
<th>IT and Audio Visual Technician</th>
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<tr>
<td>Classification</td>
<td>Education Support Officer (7 weeks annual leave )</td>
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| Time Allocation | FTE 0.6 (3 days per week)  
7.45 am to 3.51 pm or 8.00 to 4.06pm |
| Reports to | Network and Systems Manager |
| Appointment Terms | Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCEMEA 2013)  
Remuneration in accordance with (VCEMEA 2013) |

Avila College Mission Statement
We offer Avila girls the best Catholic education and inspire successful future. We give our students options and opportunities to explore and understand what a great future looks like and what it takes to get there. We teach, guide and support our girls to achieve that vision for themselves. We challenge them to always strive to be their best…both today while they’re students and tomorrow, long after they have left the college.

Avila College Vision Statement
We inspire our girls today to become successful women tomorrow

Avila College Child Safety Commitment
Avila College has a zero tolerance policy for child abuse and is committed to promoting child safety, children’s wellbeing and protecting children from abuse. Ministerial Order 870 requires Avila College to implement child safety standards and to accommodate and take the needs of all children (including but not limited to: Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities and children who are vulnerable) into account when creating a child safe environment

Position purpose
- This position will provide administration and Level 1 IT support with all IT Help desk queries related to the operation of IT hardware and software and Multi Function Devices used in the College as well as assistance with audio visual requirements.
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<th>Position accountabilities</th>
<th>Details</th>
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| **General Maintenance**   | • Ensure any equipment that comes into or leaves the IT Department is in reasonable condition; and arrange for appropriate cleaning/repairs if necessary  
• Log issues/requests with 3rd party providers; where an existing support agreement is in place and/or approval is given by the Network and Systems Manager  
• Manage the provision and return of loan College equipment |
| **Help Desk**             | • Provide Level 1 IT Support including:  
  - Sending alerts and other forms of communication to staff regarding IT support to college staff and students  
  - Responding to requests for assistance from staff and students for a range of issues regarding the College’s IT hardware and software systems and Multi Function Devices  
  - Maintain communications with staff and students – particularly where issues cannot be resolved within established timeframes  
  - Assist staff and students with loan IT equipment.  
• Liaise with other members of the IT support team in completing IT requests and provide additional assistance when required  
• Ensure job logging and timesheet recording is up-to-date and accurate |
| **Avila College’s 1 to 1 computer program** | • Prepare for and manage the rollout of computer equipment to staff and students  
• Manage the repair of and, if necessary, charging for repair of damaged or faulty College computers and computer equipment  
• Test and install the image to be used on the College computers  
• Prepare for and assist with the Year 7 Bootcamp (How to use your College computer) sessions  
• Manage the return, re-issuing and sale of College computers  
• Provide all desktop support as required |
| **ClickView Co-ordination** | • Provision of ClickView assistance to teachers. This assistance includes downloading and adding programs from the ClickView exchange, adding updates and advising staff of new programs  
• ClickView 24/7 coordination and maintenance of ClickView library. |
| **Audio Visual Requirements** | • Filming of school productions and school events  
• Exporting films and edited events to Avila College network for archiving purposes  
• Setting up of required AV equipment for College events  
• Provide assistance to staff on AV operation and technical difficulties  
• Liaise with outside suppliers with AV equipment repair and upgrade |
| **General Duties** | General IT Department administration duties as required  
• Ensure the College is kept up to date with all relevant forms, documents and advisories  
• Be aware of the College computer’s Operating System management, support and updates (Operating systems currently include: OSX, Windows, Linux, and iOS desktop, notebook, server and mobile systems)  
• Liaise with 3rd party suppliers/support/sub-contractors as necessary  
• Actively engage the department’s customers i.e. staff, students, parents to ensure any issues and/or suggestions are noted and acted on  
• Ensure the department and all associated areas are kept clean and tidy  
• All outdated or unnecessary copies of software, hardware and documentation to be recycled/disposed of  
• Other duties as assigned by the IT Network and Systems Manager and / or Business Manager |
### Position requirements

#### Skills

Must have:
- A high level knowledge of OSX and associated applications
- A working knowledge of
  - Windows and Linux systems
  - A working knowledge of server systems
  - A working knowledge of network hardware – switches/routers/patch panels
  - A working knowledge of network services – eg DNS, DHCP, Active Directory
- Well developed technical AV skills
- A working knowledge of editing software for creating/editing movies and photo galleries
- Pragmatic and lateral thinker – able to troubleshoot problems and strong solution orientation
- A working knowledge of databases and other systems including the College intranet, the Google Suite, CareMonkey etc
- Excellent verbal and interpersonal skills with ability to communicate effectively with people at varying levels
- Ability to build productive working relationships and work collaboratively with internal and external stakeholders
- Demonstrated initiative and highly developed organisational planning and co-ordination skills, including the ability to prioritise and manage demanding or competing deadlines and work flexibly across simultaneous priorities and sometimes at short notice
- Demonstrated administration skills including an ability to prepare written communication, process invoices etc
- Ability to deliver exceptional customer service and ensure timely and accurate service is provided
- Ability to work independently and as part of a small team
- Meticulous attention to detail

#### Experience

- Demonstrated prior experience in providing IT support in a help desk environment
- Prior AV experience (preferred)

#### Education/qualification

- Relevant degree/post graduate qualifications.
- AV/Digital/Photography Qualification preferred
- IT Support Certificate or Equivalent
- Equivalent hands on work experience

#### Specific Requirements

- Must have a valid Working With Children Check
- Successful completion of National Police Record Check
- Completion of DET Mandatory Reporting e-learning module to be completed prior to commencement (non-government schools)
- Knowledge of Child Safety standards
- Desirable or willingness to complete: First aid training (level 1 minimum)
- Anaphylaxis training – 22300vic accreditation or to have successfully completed the ASCIA e-training module for Victorian Schools with verification of practical application completed within 30 days of completion of DET mandatory reporting e-learning module (non government schools)

#### Team Membership

**Internal**: Students, Staff and Parents, Marketing
**External**: Broader school community
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<th>School Wide Accountabilities</th>
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<td>• Contribute to a healthy and safe work environment for self and others and comply with all safe work policies and procedures</td>
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<td>• Maintain excellent communication and relationships with students and other employees</td>
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<td>• Proactively participate in meetings, community and faith days, school events and Mass as required by the school</td>
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<td>• Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College’s continuing success</td>
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<td>• Proactively demonstrate Avila College values of inspiration, relationships, achievement, faith and community in daily work and interactions with students and colleagues</td>
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<td>• Adhere to the College professional dress code</td>
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<td>• Demonstrate and ensure compliance with Avila College’s policies and procedures including the College’s Child Safety Code of Conduct and Child Safety Policy</td>
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Revised February 2017