



## ROLE DESCRIPTION

<b>Position Title</b>	IT Help Desk Technician
<b>Classification</b>	Education Support Officer Category A, Level 3 (4 weeks annual leave)
<b>Time Allocation</b>	Part time, FTE 0.6-0.8
<b>Reports to</b>	IT Manager Business Manager
<b>Direct reports</b>	Nil
<b>Appointment Terms</b>	Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCMEA 2018) Remuneration in accordance with (VCMEA 2018)

### Position Purpose

This position will provide administration and Level 1 and 2 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.

The IT Help Desk Technician's role is as follows but not limited to:

<b>Position accountabilities and duties</b>	<b>Details</b>
General Maintenance	<ul style="list-style-type: none"> <li>- Ensure any equipment that comes into or leaves the IT Department is in reasonable condition; and arrange for appropriate cleaning/repairs if necessary.</li> <li>- Log issues/requests with 3rd party providers; where an existing support agreement is in place and/or approval is given by the IT Manager.</li> <li>- Manage the provision and return of loan College equipment.</li> </ul>
Help Desk	Provide Level 1 and 2 IT Support including: <ul style="list-style-type: none"> <li>▪ Sending alerts and other forms of communication to staff regarding IT support to College staff and students</li> <li>▪ 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</li> <li>▪ Maintain communications with staff and students – particularly where issues cannot be resolved within established timeframes</li> <li>▪ Assist staff and students with loan IT equipment.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Liaise with other members of the IT support team in completing IT requests and provide additional assistance when required.</li> <li>▪ Ensure job logging and timesheet recording is up-to-date and accurate.</li> </ul>
Avila College's 1 to 1 device program	<ul style="list-style-type: none"> <li>- Prepare for and manage the rollout of computer equipment to staff and students.</li> <li>- Manage the repair of, and if necessary charging for repair of, damaged or faulty College computers and computer equipment.</li> <li>- Build/configure, test and install the image to be used on the College devices.</li> <li>- Prepare for and assist with 'How to use your College computer' sessions.</li> <li>- Provide all desktop support as required.</li> <li>- Knowledge of JAMF or MDM software would be advantageous</li> </ul>
Network Maintenance	<p>Have experience with, and assist with, the ongoing maintenance, repairs and upgrades of College network equipment and services (including, but not limited to):</p> <ul style="list-style-type: none"> <li>▪ switches</li> <li>▪ wireless access points</li> <li>▪ servers</li> <li>▪ Active Directory</li> <li>▪ Azure AD</li> <li>▪ DNS</li> <li>▪ DHCP</li> <li>▪ WSUS</li> <li>▪ O365</li> <li>▪ Google Workspace Admin</li> <li>▪ Adobe Admin</li> <li>▪ Powershell scripting (advantageous)</li> <li>▪ SNMP monitoring applications</li> </ul>
Audio Visual Requirements	<p>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</p>
General Duties	<p>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: MacOS, 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 responsibly.  Other duties as assigned by the IT Manager, the Business Manager and/or the Principal.</p>

Team Memberships and Relationships	<p>Team Membership</p> <ul style="list-style-type: none"> <li>- IT Team</li> <li>- Education Support Officers</li> </ul> <p>Internal Relationships</p> <ul style="list-style-type: none"> <li>- Business Manager</li> <li>- Students</li> <li>- Staff</li> </ul> <p>External Relationships</p> <ul style="list-style-type: none"> <li>- Parents/guardians</li> <li>- Broader school community</li> </ul>
Education/qualification	<p>Relevant degree/post graduate qualifications. IT Support Certificate or Equivalent Equivalent work experience</p>

**Avila College Mission Statement**

We offer Avila girls the best Catholic education and inspire successful futures.  
 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 1359 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.

<b>Position requirements</b>	
Knowledge and skills for this role	<p>Must have:</p> <p>Demonstrated prior experience in providing IT support in a help desk environment.            Prior AV experience (preferred).            A high level knowledge of MacOS and associated applications            A working knowledge of:</p> <ul style="list-style-type: none"> <li>▪ <i>School management systems (preferred)</i></li> <li>▪ <i>Windows and Linux systems</i></li> <li>▪ <i>server systems</i></li> <li>▪ <i>network hardware</i></li> <li>▪ <i>network services</i></li> <li>▪ <i>editing software for creating/editing movies and photo galleries</i></li> <li>▪ <i>databases and other systems</i></li> </ul> <p>Well-developed technical AV skills.            Pragmatic and lateral thinker – able to troubleshoot problems and strong solution orientation.            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.</p>

	<p>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.</p> <p>Demonstrated administration skills including an ability to prepare written communication, process invoices etc.</p> <p>Ability to deliver exceptional customer service and ensure timely and accurate service is provided.</p> <p>Ability to work independently and as part of a small team.</p> <p>Meticulous attention to detail and a curious mind</p>
<p>General requirements for all non-teaching staff</p>	<ul style="list-style-type: none"> <li>- Current Employee Working With Children Check or ability to attain.</li> <li>- <i>National Police Check current to within two (2) years or ability to attain.</i></li> <li>- <i>Understanding of and commitment to legal and moral obligations relating to child safety.</i></li> <li>- Current Anaphylaxis training certificate or completion on commencement</li> <li>- Completion on commencement of DET mandatory reporting e-learning module (non-government schools).</li> <li>- Commitment to personal professional growth.</li> </ul>
<p>School wide accountabilities for all staff</p>	<ul style="list-style-type: none"> <li>- Proactively demonstrate Avila College values of inspiration, relationships, achievement, faith and community in daily work and interactions with students and colleagues.</li> <li>- Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College's continuing success.</li> <li>- <i>Demonstrate duty of care to students in relation to their physical and mental wellbeing.</i></li> <li>- <i>Contribute to a healthy and safe work environment for self and others and comply with all safe work policies and procedures.</i></li> <li>- <i>Maintain excellent communication and relationships with students and other staff.</i></li> <li>- Attend all relevant school meetings and College events including assemblies, Mass, community and faith days as well as professional learning opportunities.</li> <li>- Participate in duty supervision as rostered and other supervision duties when required.</li> <li>- Understand and comply with the standards of professional practice as articulated by the Victorian Institute of Teaching (VIT), Australian Institute of Teaching and School Leadership (AITSL) and the Catholic Education Commission of Victoria (CECV).</li> <li>- Demonstrate and ensure compliance with VIT or Working With Children registration requirements; all policies and procedures including but not limited to: <ul style="list-style-type: none"> <li>- MACS Child Safety Code of Conduct</li> <li>- MACS Child Safety and Wellbeing Policy</li> <li>- Adhere to the College's professional dress code</li> </ul> </li> </ul>

- *Version | August 2022*