



Avila  
College

# Role Description

## IT Help Desk Technician

Be part of a vibrant, active and engaging learning community that seeks success for every student in all she explores and aspires to.

CLASSIFICATION:	TIME ALLOCATION:	REPORTS TO:	DIRECT REPORTS:
Education Support Officer	FTE 0.6-0.8	IT Manager Business Manager Principal	Nil
APPOINTMENT TERMS:			
Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCEMEA) Remuneration in accordance with (VCEMEA)			



### POSITION PURPOSE

*This position will provide Level 1 and 2 IT support and associated administration for all IT Help Desk queries related to the operation of IT hardware, software and Multi-Function Devices used in the College as well as assistance with audio visual requirements.*

The accountabilities within the role are as follows but not limited to



### *Help Desk – Provide Level 1 and 2 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 1 to 1 device program, 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 and support other members of the IT support team in completing IT requests
- ▶ Ensure job logging and timesheet recording is up-to-date and accurate.



### *Avila College's 1 to 1 device program*

- ▶ Prepare for and manage the rollout of computer equipment to staff and students.
- ▶ Manage the repair of damaged or faulty College computers and computer equipment, liaising with families where necessary to advise cost of repair.
- ▶ Build/configure, test and install the SOE to be used on College devices.
- ▶ Prepare for and assist with 'How to use your College computer' sessions.
- ▶ Knowledge of or certification in JAMF or MDM software would be advantageous



### *Network Maintenance*

- ▶ Ongoing maintenance, repairs and upgrades of College network equipment and services (including, but not limited to):
  - Switches / wireless access points / servers
  - Active Directory / Entra
  - DNS / DHCP
  - M365
  - Google Workspace Admin
  - Powershell scripting (advantageous)
  - SNMP monitoring applications
  - Power Apps and Power Automate experience (advantageous)



### *Audio Visual Requirements*

- ▶ Setting up of required AV equipment for College events
- ▶ Provide assistance to staff on AV operation and troubleshoot technical difficulties
- ▶ Liaise with external suppliers for AV equipment repair and upgrade



### *General Duties*

- ▶ Ensure the College community is informed about all relevant information as it pertains to the College network and applications.
- ▶ Have a working knowledge of the College Operating System management, support and updates. Operating systems currently include: MacOS, Windows, Linux, and iOS desktop, notebook, server and mobile systems.
- ▶ Maintain consistency in College IT Support service delivery
- ▶ Proactively engage the staff, students and parents to ensure any issues and/or suggestions for improvement are noted and acted on.
- ▶ 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 IT Manager.
- ▶ Manage the provision and return of loan College equipment
- ▶ Ensure the department and all associated areas are kept clean and tidy, including responsible disposal of outdated software, hardware and documentation.
- ▶ General IT Department administration duties as required.
- ▶ Other duties as assigned by the IT Manager, the Business Manager and/or the Principal.



### *Team Memberships and Relationships*

- ▶ Team Memberships
  - IT Team
  - Education Support officers

- ▶ Relationships Internal
  - Business Manager
  - Students
  - Staff
- ▶ Relationships External
  - Parents/guardians
  - Broader school community
  - External suppliers

## Position requirements

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### *Knowledge and skills for this role*

- ▶ 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:
  - School management systems (preferred)
  - Windows and Linux systems
  - server systems
  - network hardware
  - network services
  - databases and other systems
- ▶ Pragmatic and lateral thinker – able to troubleshoot problems with a solutions 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.
- ▶ Demonstrated initiative and highly organised including the ability to prioritise and manage demanding or competing deadlines and work flexibly across simultaneous priorities sometimes at short notice.
- ▶ Demonstrated administration skills including an ability to prepare written communication, etc
- ▶ Approachable, with the ability to deliver timely and accurate customer service to a high standard.
- ▶ Ability to work independently and as part of a team.
- ▶ Meticulous attention to detail and a curious mind



### *Education / Qualification*

- ▶ Relevant degree/post graduate qualifications
- ▶ IT Support certificate or equivalent
- ▶ Equivalent work experience



### *General requirements for non- teaching staff*

- ▶ Current Employee Working With Children Check or ability to attain.
- ▶ National Police Check current to within two (2) years or ability to attain.
- ▶ Understanding of and commitment to legal and moral obligations relating to child safety.
- ▶ Anaphylaxis training – 22300VIC accreditation OR to have successfully completed the ASCIA e-training for Victorian Schools with verification of practical application completed within 30 days, to be fully compliant.
- ▶ Completion of DET mandatory reporting e-learning module (non-government schools).
- ▶ Commitment to personal professional growth.



### *School wide accountabilities for all staff*

- ▶ Proactively demonstrate Avila College values of inspiration, relationships, achievement, faith and community in daily work and interactions with students and colleagues.
- ▶ Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College's continuing success.
- ▶ Demonstrate duty of care to students in relation to their physical and mental wellbeing.
- ▶ Contribute to a healthy and safe work environment for self and others and comply with all safe work policies and procedures.
- ▶ Maintain excellent communication and relationships with students and other staff.
- ▶ Attend all relevant school meetings and College events including assemblies, Mass, community and faith days as well as professional learning opportunities.
- ▶ Participate in duty supervision as rostered and other supervision duties when required.
- ▶ 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).
- ▶ Demonstrate and ensure compliance with VIT Registration Requirements; Code of Conduct and Ethics and Avila College's policies and procedures including the College's Child Safety Code of Conduct and Child Safety Policy.
- ▶ Adhere to the College's professional dress code.



### *People and Culture*

- ▶ For further information regarding this position, please contact People and Culture 03 9831 9636  
[hr@avilacollege.vic.edu.au](mailto:hr@avilacollege.vic.edu.au)



**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.

#### **VISION STATEMENT**

We inspire our girls today to become successful women tomorrow.

#### **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.