

Position description

HELPDESK SUPPORT OFFICER (ICT)



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| REPORTING TO: | ICT Manager – Systems |
| APPOINTMENT: | Full Time (Ongoing) |
| CLASSIFICATION: | PVCC Enterprise Agreement 2020 |

ABOUT THE COLLEGE

Plenty Valley Christian College (PVCC) is a kindergarten to Year 12, co-educational Christian College of approximately 870 students. We are one College with five sub-schools: Kindergarten, Early Years, Junior Years, Middle Years and Senior Years.

The College is set in a magnificent rural area with spectacular views to the ranges. Plenty Valley Christian College is committed to developing high quality effective Christian education and is an active member of a national network of Christian schools in Australia known as Christian Education National. We are committed to the establishment of a close partnership with parents in the education of their children. Our aim is to offer quality education with a fully integrated Christian worldview, develop a strong sense of community amongst the students, parents and staff with every staff member playing a role in the pastoral care of the students. PVCC offers the respected Arrowsmith Program.

EMPLOYEES

Staff at PVCC are selected on the basis of outstanding professional and personal qualities. Expectations include:

- Appropriate qualifications, training and experience for their role
- A clear sense of calling and desire to work with and teach students within a Christian school.
- The ability to model the values and character qualities of biblical Christianity in their personal life and within the College community as part of their professional duties.
- A demonstration of high standards of personal presentation, preparation, communication with other staff and parents, and respect for the ethos and protocols of the College.
- A commitment to ongoing development and maintenance of a Child Safe culture within the College

THE ROLE

The Helpdesk Support Officer (ICT) role is to provide technical assistance to the ICT Manager (Systems) to deliver support to all staff and students in the College regarding their IT use in a timely, efficient and professional manner. The primary function of the Helpdesk Support Officer (ICT) is to be customer focused in providing technical support to all students, staff and other involved parties.

POSITION OBJECTIVES

To provide a high standard of service at Plenty Valley Christian College in accordance with College policies and procedures. As part of the ICT team, the Helpdesk Support Officer (ICT) plays a pivotal role in improving and assisting ICT delivery across the College.

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RESPONSIBILITIES:

ICT staff work in partnership with staff across the College, including the Business Office, Teaching and Learning, Administration team, HR, Communications and the Executive. Under general direction and instructions, they are expected to perform responsible tasks associated with the efficient operation of the IT network. They perform duties to assist staff, students and parents. This will include:

- Modelling Christian leadership and promoting the College and Christian education.
- Provide a child safe environment in accordance with the child safe standards and obligations
- Maintain high standards of professional communication with all stakeholders
- Work within a team to deliver the ICT requirements of the school
- Other responsibilities as required from time to time

ICT Support

- Work within the ICT Team to provide technical support and advice to all staff and students on all technology issues (Level 1 to 2), seeing issues through from report to resolution. Technology issues include all computer and communication systems, software, hardware and audio-visual
- Operating System support and application maintenance for Business Administration and Learning systems
- Proactively troubleshoot to solve or manage technical issues, using internal and external resources
- Log all user requests and all interactions in the Helpdesk system
- Respond to all requests for assistance received in person, electronically or via phone, ensuring requests are dealt with according to Helpdesk support matrices
- Assist with development of, and maintenance of, documentation
- Onboard and offboard user accounts, ensuring correct procedures are followed
- Applying software and hardware patches as required
- Support the deployment of all staff and student equipment, maintaining accurate records
- Maintain data and information security with the strictest confidentiality and highest standards
- Take a proactive approach to emerging trend issues
- Assist with system monitoring
- Apply a level of ownership to computer servicing, hardware warranty processes incorporating categorisation of faults and preparing computers for the relevant repairer as required
- Communication with staff, students and parents regarding their computer service issues as requested
- Carry out other duties as appropriate and as directed by upline ICT staff, reporting directly to the ICT Manager - Systems

Child Safe Standards

- Responsible for understanding and applying the College's Child Safety Policies and Procedures, including identifying and reporting risks, identifying child abuse indicators, management of disclosures, and internal and external reporting obligations
- Where students are under their care, taking all practicable measures to protect students where a risk to their safety has been identified

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Health & Safety

- Comply with the College's Occupational Health and Safety policy as amended from time to time

ACCOUNTABILITY AND EXTENT OF AUTHORITY

All staff at the College work closely within their assigned teams. The Helpdesk Support Officer (ICT) reports to the ICT Manager – Systems, for day to day responsibilities, and ultimately to the Business Manager.

ESSENTIAL SKILLS AND COMPETENCIES (KEY SELECTION CRITERIA)

Essential Requirements

- Supportive member of College spiritual life, including active participation in and occasional leading of, Christian devotions
- Exemplary display of Christian ethics and activity
- Good understanding of, and commitment to, the vision and philosophy of the College
- Relevant and demonstrated experience in a similar role highly desirable
- Ability to work independently and as part of a close-knit team
- A high standard of personal presentation and integrity
- Display initiative, common sense and the ability to problem solve / have a solution focused mindset
- Current Working With Children check (mandatory)
- Hold and maintain an approved:
 - Emergency asthma management qualification
 - Management of anaphylaxis qualification

Specialist skills

- Previous ICT experience will be highly regarded
- A Tertiary qualification in Computer Science/Information Technology or related field highly regarded but not essential
- MCSA or equivalent industry certifications highly regarded
- Ability to solve problems quickly and automate processes
- Display careful attention to detail and a capacity to prioritise, meet deadlines and manage time effectively
- Understanding or knowledge of ITIL processes
- Strong ability to learn and a willingness to develop new skills
- Strong analytical skills
- Intermediate understanding of a networking, operating systems and desktop software applications
- Experience working in an educational environment will be an advantage
- Strong ability to follow written and verbal procedures
- Current Level II First Aid Certificate desirable

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Interpersonal skills

- Strong interpersonal and communication skills; ability to explain simple procedures in writing and/or verbally; demonstrated ability to build relationships and rapport and interact effectively at all levels of the College, including students, staff and the wider community
- Punctuality
- Flexibility and commitment to teamwork and collaboration
- Ability to provide information to a culturally diverse public
- High degree of trustworthiness, honesty and transparency
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and communicate clearly and professionally

COMPLIANCE RESPONSIBILITIES

All staff are required to comply with all policies, procedures and requirements for:

Risk management – report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim, taking into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

Occupational health and safety – take reasonable care to protect their own health and safety and the health and safety of others in the workplace – it is a requirement to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

Equal opportunity – undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Code of conduct and dress code – comply with all standards.

The terms, conditions and other obligations of your employment are covered under the Plenty Valley Christian College Enterprise Agreement 2020.

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification in response to the strategic direction of the College, and the development of the skills and knowledge of the position.

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POSITION ACCEPTANCE

I accept the position description as stated above, and that it may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Employee:

Name _____

Signature _____ Date __/__/____

Manager

Name _____

Signature _____ Date __/__/____