



INFORMATION TECHNOLOGY SUPPORT OFFICER

THE PRIME PURPOSE OF THE POSITION

The **Information Technology Support Officer** is responsible for expressing authentic witness to the four Edmund Rice Education Australia (EREA) Touchstones of Liberating Education, Justice and Solidarity, Gospel Spirituality and Inclusive Community. The fulfilment of their role is shaped and informed by the College's Strategic Directions and Priorities and Annual Improvement Plan Goals. They are a member of a team responsible for providing a contemporary, stimulating, safe and supportive learning environment that caters for the educational needs of all St Edmund's College students in a positive and disciplined working environment.

The **Information Technology Support Officer** is appointed by the Principal and is responsible in the first instance to the Director Information and Technology services, Business Manager, the Deputy Principal and eventually the Principal.

The **Information Technology Support Officer** will provide first and second level Information Technology support to maintain and develop information and communication technology systems at the College and support the overall educational requirements of the College. The Information Technology Support Officer will provide Information and Communication Technology (ICT) support expertise and quality customer service to the College staff, students and other external stakeholders.

KEY ACCOUNTABILITIES

1. Enliven the EREA Charter as expressed through the College Strategic Directions and Priorities
2. Maintain the College Information and Communication Technology (ICT) assets
3. Provide a high level of computer user support
4. Provide effective training and mentoring to staff and computer users
5. Maintain the competencies required to perform the job role at a high skill and knowledge level whilst participating in a team environment

DUTY STATEMENTS

The **Information Technology Support Officer** will

1. **Enliven the EREA Charter as expressed through the College Strategic Direction and Priorities**
 - Be committed to the goals, ethos and Mission of the College as a Catholic School in the Edmund Rice tradition
 - Have an awareness of and support for the Charter and key Edmund Rice Education Australia (EREA) policies, procedures and practices, along with other legislative and legal requirements of the College
 - Advocate inclusive education processes and policies
 - Display a high level of professional competency and ensure that behaviour and personal presentation reflect the College's values and professional expectations
 - Strive to live a lifestyle which, by its witness and example, is compatible with Gospel Values
 - Be committed to self-development and ongoing professional development
 - Be committed to building the St Edmund's College community
 - Have knowledge and awareness of applicable Workplace Health and Safety and Risk Management requirements and Equal Opportunity and Anti-Discrimination requirements

- Respond to the operational needs of the College and to other duties as reasonably directed by the Principal or their delegate
- Contribute to the overall pastoral leadership of the College through active, and reflective participation in staff meetings
- Have excellent interpersonal skills and highly proficient IT skills

2. **College Information Computer Technology (ICT) Assets**

- Maintain the desktop and laptop fleet to ensure high reliability
- Maintain telephone, mobile devices and network peripherals to ensure high reliability
- Troubleshoot including the diagnosis and rectification of hardware and software faults
- Liaise with external support staff and vendors to ensure timely resolution of hardware/software faults as required

3. **Computer User Support**

- Respond to client enquiries efficiently and courteously
- Keep accurate records of support activities via online Help Desk and follow up unfinished matters
- Maintain documentation of all areas of Information Technology usage within the College

4. **Training and Mentoring**

- Provide effective training and mentoring to staff and computer users as appropriate

5. **Competencies**

- Be actively involved in professional development activities
- Develop and maintain personal work goals
- Manage work priorities
- Attend internal and external training to maintain a high level of skill and knowledge
- Participate in ICT team building activities and respect fellow work colleagues