



ST LAURENCE'S COLLEGE

A Catholic College for boys in the Edmund Rice tradition

IT SUPPORT OFFICER - TRAINEE **Position Description**

The IT Support Officer Trainee is appointed by the Principal, is responsible to the Director of IT and operates within the parameters for Edmund Rice Schools as established by EREA.

All IT staff are required to support and model the ethos of the College, particularly through a high level of service and support to the College community.

1. POSITION PURPOSE

St Laurence's College incorporates a range of information and media resources, provided to meet the learning and curriculum needs of the College.

The IT Support Officer Trainee will be given the opportunity to develop their skills and knowledge in an Information Technological environment. They will undertake technical, client or product support and help desk activities. In particular, the IT Support Officer Trainee will install hardware and software, undertake hardware repairs, liaise with vendors and the clients to complete each task in an efficient manner.

The IT Support Officer Trainee works collaboratively with the Director of IT, System Engineer, ICT Helpdesk Manager and other members of the IT team to assist with the development and implementation of the strategic goals of the College in relation to IT support.

The IT Support Officer Trainee will comply with all EREA and College Policies, ensure that the College Mission is supported and operate within the parameters expressed in the Charter for the Authentic Expression of Catholic Schools in the Edmund Rice tradition.

2. POSITION REQUIREMENTS

- Openly supports the Christian values of the College
- Wear Photo Identification Card when on duty
- Implement College policies with regard to Workplace Health & Safety compliance obligations and reporting processes with regard to any injuries that may occur with students or staff
- Current Blue Card (*Commission for Children and Young People and Child Guardian Act 2000*)
- Meet the requirements of the Selection Criteria on page 4 of this document.

3. POSITION RESPONSIBILITIES

Key Responsibility 1 - Support IT Systems used across the College

Duties

- Support computer hardware
- Support computing software packages
- Support and use computer operating systems

- Determine and action client computing problems and enquiries
- Action and complete change requests
- Implement maintenance procedures
- Locate equipment, system and software faults
- Manage simple projects
- Provide information on all IT support queries
- Report and manage resolution of system faults on a live system
- Report system faults to vendors
- Run standard diagnostic tests
- Provide basic system administration
- Demonstrable desire to undertake further training and education

Key Responsibility 2 - Personable to all clients, staff and students of the College

Duties

- Follow workplace health and safety procedures
- Work effectively in an IT environment
- Communicate in the workplace
- Contribute to personal skill development and learning
- Determine and confirm client business expectations and needs
- Provide one-on-one instruction
- Maintain ethical conduct
- Assist with policy development for client support procedures
- Relate to clients on a business level
- Provide advice to clients

Key Responsibility 3 - Other

- Carry out all other duties and/or tasks as directed from time to time by the Director of IT and/or ICT Helpdesk Manager.

4. ORGANISATIONAL RELATIONSHIPS/EXTENT OF AUTHORITY

- This position reports directly to the ICT Helpdesk Manager, but is responsible to the Director of IT.

5. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES

The College is bound by the provisions of the *Work Health and Safety Act 2011* (the Act) which provides the legislative framework for workplace safety in Queensland. It is the responsibility of each employee to be familiar with the College's policies and procedures associated therewith. All Supervisors must ensure that no employee is required to undertake a task without adequate safety instructions and job specific training, but it is the responsibility of all staff to report all hazards and/or incidents/injuries that occur to the Director of Human Resources and/or Principal. Any serious breach of the Act could lead to disciplinary action.

6. GENERAL TERMS OF APPOINTMENT

- All employees are bound by the expectations contained in the Edmund Rice Education Australia Principles of Employment and the Vision and Mission of St Laurence's College.

- Much of the information gleaned by staff during the course of their duties is confidential and should be treated as such. Staff must not use confidential information to gain advantage for themselves, their related persons or for any other person, in ways, which are inconsistent with the obligation to act impartially. Nor should such information be used improperly cause harm or detriment to any person, body of the College.
- All employees recognise and accept that multi skilling is an essential component of the College and all employees may be required from time to time to undertake duties that are outside their normal position description but within their skills, competency and capability.

7. REMUNERATION & HOURS

Classification: School Officer Award – Level 1

Tenure: 12 month Contract; full-time
18 January 2021-31 December 2021

Hours of Work: 38 hours per week
 Monday to Friday
 7.45am to 3.50pm

Terms & Conditions: *Catholic Employing Authorities Single Enterprise Collective Agreement – Religious Institute Schools of Queensland*
 Please refer to letter of appointment
 Plus Superannuation: 10%.
 Sick Leave: 10 days per year
 Annual leave: 4 weeks per year

Selection Criteria

Outlined below are the criteria that will be considered in the appointment of the IT Support Officer - Trainee.

Selection Criterion 1 - Qualifications and Experience

- At least 2 years working experience; and/or studying or completion of a certification or qualification in IT.

Selection Criterion 2 - Technical

- Experience in Apple, Android and Windows Operating Systems.
- Thorough knowledge of computer hardware and peripheral devices such as scanners, data projectors, printers.
- General knowledge of networking and TCP/IP.

Selection Criterion 3 – Communication

- Ability to delivery excellent customer service through a variety of communication mediums.
- Interpersonal and public relations skills.
- Ability to work within a team environment.

Selection Criterion 4 – Customer Service

- Possession of a philosophy that values service when dealing with students, staff and parents.

Selection Criterion 5 – Mission & Ethos

A personal commitment to the Mission and ethos of the College.

Candidates are required to demonstrate the context in, and degree to which, they currently, or potentially, can meet these criteria.

APPLICATION PROCESS

Applications should contain the following:

1. Covering letter addressing the Selection Criteria on page 4 of this document
2. Current Curriculum Vitae
3. Contact details of two professional referees.

Note: All applicants will be subject to EREA and legislative screening procedures and will be required to authorise such checks and provide identification. These checks are consistent with EREA's commitment to child protection policies and procedures.

Applications should be forwarded via email to:

Mr Chris Leadbetter
The Principal
St Laurence's College
Email: employment@slc.gld.edu.au

Enquiries may be directed to:

Ms Lorraine Kopp
Direct of Human Resources
Ph: (07) 3010 1165
Email: employment@slc.gld.edu.au

Applications close: 3.00pm, Friday 15 January 2021

REVIEWED & UPDATED: 28/11/2019