ICT Support Engineer

Base Location: Hurstville

The Anglican Schools Corporation caters for the academic, spiritual and pastoral needs of over 14,000 students in NSW, ranging in age from four to eighteen years. Currently operating 17 independent schools, the Corporation provides high-quality education delivered in a nurturing, caring, Christian environment.

The ICT Support Engineer will cover the onsite support and engineering for the Hurstville office. You will also need to support our schools as required. The onsite support team assists our end users to utilise ICT infrastructure, which meets the educational and administrative needs of the 21st-century school environment.

The ICT Support Engineer is tasked with providing quality reactive and proactive customer service promptly to our staff and students. They will assist in the implementation and management of the Corporation's ICT strategy as required. In addition, the team has a focus on ownership of our customer's issues through to a successful resolution.

The following essential criteria will be used as a guide in determining a person's suitability for this position:

- Participate in the deployment of ICT projects across the team.
- Ability to successfully manage and prioritise workload.
- Experience in supporting end-user hardware and software
- Experience in managing a team workload in accordance with SLA's.
- Experience in supporting in-house/public events.
- Demonstrated track record of strong communication skills and initiative, with a focus on excellent customer service, professional interaction and personal presentation.
- Networking and VoIP experience
- Knowledge and experience of Microsoft, Apple, IOS and Chromebook Operating Systems
- Strong knowledge of Windows server applications and configurations
- Understanding of ITIL v4 Foundation framework
- Ability to work autonomously
- A Current driver's licence and daily access to a car.

The following desirable criteria will be used as a guide in addition to the essential criteria to assist in determining a person's suitability for this position:

- Exposure to school working environments.
- A relevant industry certification, eg. MSCA, CCNA, Aruba

Applications:
Applications addressing the above criteria are invited from committed Christians who should email a covering letter and CV, which will include the names and contact details of two professional referees and your current church Minister.

General enquiries and applications can be emailed to recruitment@tasc.nsw.edu.au

Should you wish to discuss the role in more specific detail, Mr Matthew Gebran, Manager of ICT Support can be contacted on (02) 8567 4000.