



The
Anglican
Schools
Corporation

ICT Support Officer

Location: Roseville College – 27 Bancroft Ave, Roseville

The Anglican Schools Corporation caters for the academic, spiritual, and pastoral needs of over 17,000 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.

We are seeking an IT Support Officer to join our Information & Communication Technology team. Reporting to the ICT Support Team Leader and Manager. You will be the first point of contact for all ICT issues and provide 2nd and 3rd level support to staff and students. You will support computer hardware & software systems including but not limited to laptops, desktops, tablets, telephones, printers, and classroom audio-visual. You will troubleshoot issues relating to server, storage and networking infrastructure. You will also have responsibility for maintaining systems documentation including assets & knowledge base articles, managing user accessibility, and assisting with project-based installations and configurations. Being the primary ICT contact at the college, you will be interacting daily with students, parents, teachers, support staff, college executive, vendors and the remote ICT Team. This demands exceptional levels of communication and professionalism. The highest degree of responsibility, responsiveness, ownership and coordination of problems is expected, ensuring incidents are promptly addressed through to resolution, while providing timely and succinct communication to all appropriate stakeholders.

Located at the college, you will be part of a warm, caring and vibrant community of passionate educators, while supported by an experienced Team of IT professionals at the group office.

Applicants must possess:

- Ideally, a minimum of 3 years of technical helpdesk support experience, preferably in a school setting.
- A broad range of strong troubleshooting skills across desktop, server and network
- Clear and exceptional verbal and written communication skills
- Proficiency in articulating technical and non-technical concepts effectively to a diverse audience, including senior executives and professionals from various fields
- Certifications in Windows 10/11 and MacOS with proven experience with end-user devices
- A deep knowledge of the Microsoft 365 suite
- Ability to work independently and in a team
- Highly motivated self-starter who demonstrates initiative, ownership, and accountability for their tasks
- The highest level of professionalism, shown through punctuality, attention to detail and the ability to thrive in a fast-paced environment

Responsibilities include:

- Provide technical assistance and support for queries and issues related to computer systems, software, and hardware
- Receive, log, and manage requests for support via the IT helpdesk software
- Install and commission desktop/laptop systems and routine upgrades
- Maintain relevant systems and procedural documentation
- Monitor the implementation of new systems and ensure all are running satisfactorily.
- Communicate regularly with the ICT team
- Actively support the Christian mission and values of the College

Applications:

The Anglican Schools Corporation is a Child Safe Organisation, putting the interests of children and young people first. All appointments at the Anglian Schools Corporation are subject to Child Protection Legislation. Applicants who meet the above criteria should email a covering letter and CV, which will include the names and contact details of two professional referees.

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

If you want to discuss the role in more detail, Mr Matthew Gebran, ICT Support Manager, can be contacted at (02) 8567 4000.

Mission – To provide affordable quality Christian education

Vision - Serving Christ by equipping students for His world

Position Description

The Anglican Schools Corporation

Group Office Position Description

Group Office is a shared administrative and advisory office of the Anglican Schools Corporation, providing services for its schools across New South Wales.

Group Office Values

The TASC Group Office is in the business of enabling our schools.

We aim to be a Christ- like people.

Our values are:

1. **CHRIST** we put him first
2. **PEOPLE** our gifts, contributions and growth
3. **SERVICE** trusted for our accountability and commitment to quality
4. **INNOVATION** striving to improve
5. **INTEGRITY** truth with respect and openness

Position Title:	ICT Support Officer
Employee Name:	
Department:	Technology Services - Operations
Responsible to:	Manager; ICT Support
Key working relationships:	ICT Support Site leader, ICT Support Team Leader, ICT Infrastructure Engineer's, ICT Support Officer's, College Staff and Executive
Position Purpose:	To ensure the effective delivery of the ICT services within Roseville College
Key Challenges	Being alert to the local need for expert support from staff, students and parents, endorsing team culture change with the implementation of service level agreements, Improving the responsiveness and customer service focus towards end-user support needs
Key Result Areas	Completion of user requests in a timely manner, User satisfaction in relation to request resolution is high, and SLA is adhered to

Key Tasks	Performance Measures
<p>General Operations</p> <ul style="list-style-type: none"> Actively manage user requests 	<ul style="list-style-type: none"> Helpdesk queue is maintained at minimal levels at all times Resolution times are competitive within the local ICT context and the wider Corporation's context Communication and transparency are demonstrated with users Troubleshoot all technical issues before escalating with a willingness to learn and expand skillset
<p>Relationships & Communication</p> <ul style="list-style-type: none"> Build strong working relationships with all end users Timely, professional & effective communication Integrate into the college culture by naturing strong working relationships Act as a conduit between the college and the wider ICT team 	<ul style="list-style-type: none"> Superior verbal & written communication skills: professional, timely & effective Strong working relationships with all users Ability to translate and understand customer requests and frustrations around technology into actionable and favourable outcomes Integrate into the college community by actively engaging with staff and students Ability to escalate support matters to the wider ICT team in a productive manner Ability to work through issues with college & GO staff, receiving positive feedback Ability to follow instructions from the ICT Site Leader and higher management Be alert and communicate the local need for change and improvement
<p>Service Delivery</p> <ul style="list-style-type: none"> Support end user hardware & software Manage support requests in accordance with agreed SLA Active resolution of end-user support requests 	<ul style="list-style-type: none"> Issues with end-user hardware and software are resolved Support requests are prioritised, responded to and resolved in accordance with the 'Support Team Manual' (SLA) Appropriate feedback is delivered to users at the 'in progress' and 'completion' stages of support requests The workload is managed in a productive manner Manage support tickets with alignment to KPIs Ownership of incidents and requests through to completion
<p>Project Work</p> <ul style="list-style-type: none"> Support implementation of projects 	<ul style="list-style-type: none"> Actively participate and carry out project deployment duties in accordance with the IT Model and higher management's instructions

<p>Compliance</p> <ul style="list-style-type: none"> • Ensure relevant policy and procedures are followed 	<ul style="list-style-type: none"> • Ensure information security policy is followed • Ensure that the data retention policy is followed • Ensure 3rd party contractors are treated in accordance with the 3rd party ICT Contractors Policy when they are your responsibility • Ensure that change management procedures are followed • Ensure IT asset register is maintained as it relates to your work • Ensure that the WH&S policy is followed • Ensure that all change is appropriately documented • Ensure that you are aware of your role and responsibilities as it relates to policy and procedure that is not listed above
<p>Child Safety</p> <ul style="list-style-type: none"> • Ensure all child safety matters are promptly reported • Awareness of child safety obligations • Adhering to child safe practices 	<ul style="list-style-type: none"> • Participating in child safe induction and training as required by the college Principal • Understanding and managing risks to child safety • Recognising and reporting where students may be at risk of significant harm • Recognising and reporting where workers engage in reportable conduct or other inappropriate behaviour • Taking appropriate action if there is a breach of the Child Safe Policy or codes of conduct
<p>Other Duties</p>	<ul style="list-style-type: none"> • Other duties as directed by management

Acknowledgement	
Signature holder of Position:	
Date:	
Manager's Signature:	
Date:	