IT HELP DESK OFFICER

POSITION DESCRIPTION

CLASSIFICATION
Level 3 School Officers

Lutheran Schools Enterprise Bargaining Agreement and Deed of Arrangement (2009) Schedule 3

Full-time Permanent

ORGANISATIONAL RELATIONSHIP
Reporting To: Information Technology Manager
Accountable To: Information Technology Manager/Business Manager
Supervisory Responsibilities: Nil

KEY OBJECTIVES

Provide first point of contact for the Information Technology Department. You will be required to assist with first level of support to students and staff within the College.

MISSION FOCUS

The Help Desk Officer will promote the mission of the College by:

• Being committed to promoting and celebrating the Gospel of Jesus Christ, especially through the ministry and mission of St Andrews Lutheran College;
• Working closely with, and being guided by the Chaplain in spiritual matters;
• Focusing on nurturing the individual gifts of students and staff in the community and promoting harmonious, synergistic relationships;
• Promoting educational excellence in all aspects of school life (curricular and co-curricular);
• Personally modelling the attributes of a lifelong learner (inner learning, complex thinking, community participation, collaborative learning and quality production);
• Maintaining harmonious relationships and resolving conflict through following the College’s Round Table Policy/Restorative Practices.
SPECIFIC REQUIREMENTS OF THE ROLE

Skills

• Ability to work as an effective member of the IT team;
• Able to prioritize and multitask;
• Proven ability to work unsupervised, meet deadlines, set priorities, be well-organised and able to work under pressure;
• Proven effective interpersonal and communication skills enabling effective and efficient liaison with members of the school community – staff, students and parents;
• Demonstrated ability to work in a team, in close cooperation with the other members supporting individual student needs;
• Ability to listen to, relate to and understand children and respond appropriately;
• Ability to offer suggestions relevant to the role;
• Demonstrate professionalism and confidentiality appropriately.

Experience and/or Qualifications

• General IT knowledge;

Key Responsibilities

• Provide advice to adhoc requests from staff and students in the use of IT equipment and other network devices;
• Administration of computer equipment supplied to staff and students;
• Answering and logging support calls and basic troubleshooting of reported problems;
• Maintaining a database of IT equipment;
• Checking and maintenance of IT equipment, such as laptops, digital cameras, data projectors, etc;
• Assistance with ordering of IT related resources such as printer toners, DVDs, etc;
• Providing first level support for troubleshooting hardware/software problems for workstations and printers;
• Any other special projects, as directed by the Information Technology Manager.

Acceptance and maintaining of Workplace Health and Safety standards

Other duties as required by Principal or Business Manager
WORKING CONDITIONS
This position will be located in the Information Technology Department based in the Senior Library. Working hours are two days per week 8.00am – 4.00pm.

You may be required to attend additional duties outside of normal working hours as directed by members of the Management Team (eg MS Expo, Disco etc). Time in lieu can be arranged.

OTHER REQUIREMENTS
• All members of staff at St Andrews are expected to:
• Convey to the public a positive image of the College.
• Abide by the code of conduct explained in the College’s Child Protection and Sexual Abuse policies.
• Maintain an understanding of, and take responsibility for, the oversight of the Workplace Health and Safety Standards of the College, in consultation with the College’s Workplace Health and Safety Officer.
• Participate in staff training and development activities to assist in the achievement of individual/work goals.
• Abide by the College Privacy Policy.
• Abide by the non-smoking policy of the College.