



Killester College  
 Information Technology Department  
 Education Support Employee – ICT Support Officer

**OVERVIEW**

All staff members of Killester College are expected to support the College’s distinctive mission to provide a strong and broad Catholic secondary education to young women from diverse cultural and economic backgrounds.

In supporting this mission each staff member is expected to contribute their energy, skills and talents to this school community that is grounded in justice and service, focused on student and staff wellbeing, and committed to the careful stewardship of physical resources.

<b>POSITION:</b>	<b>EDUCATION SUPPORT EMPLOYEE – ICT SUPPORT OFFICER</b>	
<b>REMUNERATION SCALE:</b>	<b>CATEGORY A. LEVEL 2</b>	<b>\$XX, XXX</b>
<b>FULL TIME EQUIVALENT:</b>	<b>0.6 FTE</b>	<b>22.8 HOURS PER WEEK (MONDAY, TUESDAY, FRIDAY) 8.00AM – 3.30PM 30 MINS FOR LUNCH</b>
<b>REPORTS TO:</b>	<b>ICT MANAGER</b>	

**PRIMARY OBJECTIVE OF THE ROLE**

Under the direction of the ICT Manager all Education Support Employees (ICT Support Officers) will provide services that ensure the efficient and effective operation of the College’s Information Technology Department for the benefit of the College community.

**MAJOR AREAS OF RESPONSIBILITY**

The Education Support Employee (ICT Support Officer)

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| <b>I. IT HELP</b><br><b>II. DATA PROJECTION/TVS/APPLE TVS</b><br><b>III. SOFTWARE</b> | <b>IV. HARDWARE</b><br><b>V. STUDENTS, STAFF AND GROUP RECORDS</b><br><b>VI. GENERAL TASKS</b> |
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**STATEMENT OF DUTIES**

The following duties are aligned to the major areas of responsibility of the Education Support Employee (ICT Support Officer)

<b>I. IT Help Desk</b>	Staff and Student General IT support Staff and Student MacBook Software Support Staff and Student MacBook Hardware Support Staff and Student G-Suite Support Student Chromebook Support Classroom Computer and Printer Support Keep accurate records of issues including repairs
<b>II. Data Projector/TVs and Apple TVs</b>	Classroom Data Projector/Display Support Apple TV connection issues Liaise and organise with staff for assistance with their presentations where required Data Projector Maintenance
<b>III. Software</b>	Macbook : Troubleshoot Macbook and Chromebook Software : Troubleshoot MacBook : Upgrade and Update OS MacBook : Install and Update Programs Image Students and Staff MacBooks Backup and Restore data on MacBooks Windows : Troubleshooting
<b>IV. Hardware</b>	<b>Computers</b> Hardware technical checks and test Swap and Replace hardware Replace and set up computers ready for use <b>Printers</b> Install Network printers Install Local Printers <b>Other</b> Set up/ Plug in Peripherals Lodge and Contact Technician for Hardware warranty repairs
<b>V. Students, Staff and Group Records</b>	<b>User Information</b> Prepare Macbooks/Chromebooks and Paperwork for Users Log on and Orientation Handout

	<p><b>Students</b></p> <p>Year 07 &amp; Year 10 Rollout and Distribute Apple Devices at the beginning of the school year</p> <p>Prepare spare MacBooks / Chromebooks for students</p> <p>Collect Apple Devices at the end of the school year</p> <p><b>Groups</b></p> <p>AD Group Maintenance</p> <p>Google Group Maintenance</p>
<p><b>VI. General Tasks</b></p>	<p>Maintain accurate and timely records for Administrative purposes</p> <p>Fill paper in Printers</p> <p>Clear Paper jams and clean rolls</p> <p>Change Printer Cartridges</p> <p>Make Posters</p> <p>IT Instruction Handouts</p> <p>Scan and print colour printouts</p> <p>IT Handouts (Office use)</p> <p>Assist the ICT Manager with various projects as requested</p>
<p><b>QUALITIES AND CAPABILITIES</b></p> <p>The Education Support Employee (ICT Support Officer) demonstrates a comprehensive range of the following:</p> <p><b>Dispositions</b></p> <ul style="list-style-type: none"> <li>– respect for the mission, identity and core values of Kildare Education Ministries as lived at Killester College</li> <li>– understanding the need for accountability</li> <li>– openness to learning in all situations</li> </ul> <p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>– loyalty to the College</li> <li>– confidence and enthusiasm about the students</li> <li>– clear understanding of the importance of maintaining confidentiality in all areas that the role requires</li> <li>– compassion, objectivity and clarity when handling difficult situations and sensitive information</li> <li>– a sense of humour and appreciation of the appropriate use of humour</li> <li>– the capacity to persevere and to be patient in complex and stressful situations</li> </ul>	

**Knowledge and understandings**

- comprehensive understanding of the College’s policies and procedures
- completion of Certificate III or an equivalent of relevant 3 years IT experience
- knowledge of Apple devices and the windows environment
- interest in computer technology

**Skills and Capabilities**

- demonstrated ability to communicate clearly, personably and effectively with all members of the broader College community
- maintain accurate and timely records for Administrative purposes
- apply skills, theoretical knowledge and techniques to a range of procedures and tasks
- the ability to work collaboratively, flexibly, independently and creatively in a demanding environment
- the ability to implement effective and efficient work practices
- the ability to locate information quickly and accurately
- the capacity to multi-task and pay close attention to detail

**RISK AND OCCUPATIONAL HEALTH AND SAFETY**

The Education Support Employee (ICT Support Officer) will:

- comply with legislated occupational health and safety practices
- observe safe work practices in accordance with school policy, training and instructions
- identify, report and where appropriate, action risks/hazards in order to eliminate or mitigate against the risk recurring (Risks arising in the workplace may be financial, site, task or person specific or related to safety)

**KEY COMMUNICATIONS**

**INTERNAL**

ICT Manager  
Business Manager  
All Staff  
All Students

**EXTERNAL**

Computers Now

**Background & Qualifications**

Completion of Certificate III in Information Technology or an equivalent relevant of 3 years of IT experience

**Commitment to Child Safety**

The “staff member” will

- have a demonstrated understanding of child safety
- have a demonstrated understanding of appropriate behaviours when engaging with children

	<ul style="list-style-type: none"> <li>- be familiar with legal obligations relating to child safety (e.g. mandatory reporting)</li> <li>- be a suitable person to engage in child-connected work</li> </ul>
<b>Other Requirements</b>	<p>Criminal Record Check</p> <p>Valid Working with Children Card</p>
<b>Contract &amp; Conditions</b>	<p>Contract: Fixed Term 2021</p> <p>Conditions: Entitlements under the Victorian Catholic Schools Multi-Employer Agreement 2018</p>
<b>AUTHORISED BY:</b>	<b>PRINCIPAL</b>
<b>DATE:</b>	Dec 2020