



POSITION DESCRIPTION

POSITION: Information Technology Assistant

DATE: February 2019

REPORTS TO: Information Technology Officer

STATUS: Part time/Term time
(approximately 15 hours per week)

CLASSIFICATION: School Officer Level 2 or 3
(Depending on qualifications, skills and experience)

Purpose of Position:

Working under close supervision of the Information Technology Officer and with broad guidance from the Business Manager, provide IT support to the College students and staff.

Key Characteristics:

Skills:

These include the ability to:

- Communicate in a professional tone, effectively with staff, students and visitors in a way that upholds the dignity of the individual and contributes to the Mission of the College.
- Demonstrate tolerance, maturity and patience, a capacity for tact and discretion and an ability to maintain confidentiality.
- Apply knowledge with depth in some areas & a broad range of skills.
- Demonstrate a capacity for self-organisation and initiative and an ability to respond and adapt while operating in an environment, which is often demanding and busy.
- Exercise discretion and judgement are required for self and/or others in planning, selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

Supervision:

- Work will be carried out under general supervision and may be checked in relation to overall progress
- Progress and outcomes sought are under general guidance
- May involve a level of autonomy when working in teams

Supervision of Others:

- Peer assistance may be provided to others

Qualifications:

Tertiary qualifications at Certificate III level or higher are required or such knowledge, qualifications and experience deemed, by the employer, as necessary to carry out the duties of the position.

Typical Duties:

Typical duties performed include, but are not limited to:

- Practising confidentiality in relation to all aspects of the role
- Within a variety of routines, methods and procedures provide user support.
- Utilising a variety of routines and procedures and with a depth of knowledge in some areas:
 - demonstrate to staff and students the use of audio visual or computer equipment.
 - monitor performance of and carry out repairs to, specialised equipment.

Specific Duties:

Specific duties include, but are not limited to:

- Assisting in the maintenance of the register of computer hardware and software.
- providing basic system administration and assist with the administration of the computer systems hardware and software including:
 - setting up and maintenance of staff and student user accounts.
 - networking printer maintenance.
 - implement system software changes
 - assisting with the installation of required software onto the network.
 - assisting with the maintenance of a vigilant file security regime.
 - assisting with the maintenance of web access including filtering of undesired sites.
 - assisting with the administration of mail service for staff and students
 - assisting with the maintenance of a system of data backups
- Assisting with and/or perform the installation of software onto devices and other hardware onto the network
- connect internal hardware components and assist with installation of printers and other peripheral devices onto devices and onto the network
- Maintaining up to date monitoring for virus identification at the workstation level. This includes periodic updating of virus software across the College
- run standard diagnostic tests and repairs to devices within College
- Responding to initial IT Helpdesk requests for general IT assistance from College Staff and students and referring complex enquiries to the appropriate member of staff
- Monitoring email address support@stursulas.qld.edu.au on a daily basis and in consultation with the IT Officer, action accordingly
- Troubleshooting computer and printer malfunctions;
- Assist with managing student and staff system log on & email accounts;
- use advanced features of computer applications and assist students and staff with the use of various computer programs and provide desktop support including resolving questions with the Microsoft Office suite
- Assist with the roll-out of new student devices each year
- Assisting student learning either individually or in groups, in the classroom under the general supervision of academic staff members
- Monitoring & re-order toner for printers and computer consumables when necessary.
- Assisting with organising and processing warranty claims for devices/equipment when necessary.
- Setting up Exam folders/accounts for Students as directed by the IT Officer.
- perform a range of general clerical duties at a basic level, for example, filing, dealing with e-mail, answering and making phone calls, maintaining records
- operating routine office equipment, such as electronic devices, photocopier, facsimile, etc.

General Terms of Appointment

- Be supportive of the Catholic Ethos of the College
- Take full responsibility for compliance with the Staff Code of Conduct
- Take full responsibility for compliance with all school policies and procedures
- Possess and maintain a current positive blue card for child related employment
- Comply with all requirements of St Ursula's College Student Protection policy and procedures