



## POSITION DESCRIPTION

**POSITION:** Information Technology Officer

**STATUS:** Full time

**REPORTS TO:** IT Manager

**DATE:** May 2022

**CLASSIFICATION:** School Office Level 4

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### **Purpose of Position:**

As a member of the Information Technology Team and under general supervision and direction of the IT Manager, provide support to staff and students to ensure effective and efficient use of their technology.

### **Key Characteristics:**

#### **Skills:**

These include the ability to demonstrate;

- tolerance, maturity and patience,
- self-organisation and the ability to respond and adapt whilst operating in an environment which is often demanding and busy.
- capacity for tact and discretion and an ability to maintain confidentiality;
- commitment to the ethos of a Catholic College;
- A broad range of professional skills are applied to the role and functions in both varied and highly specific contexts;
- Apply knowledge with depth in some areas and a broad range of skills
- Be Proactive and anticipate the needs of staff and students;
- Exercise discretion and judgement as required for self and/or others in planning, selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.
- There is complexity in the ranges and choice of actions required.

#### **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:**

- The work of others may be supervised
- Responsibility for the work and organisation of others in limited areas
- Teams maybe be guided or facilitated
- Training of subordinate staff may be required

#### **Qualifications:**

Tertiary qualifications at Bachelor level or equivalent qualifications relevant to the position may be required or such knowledge, qualifications (vendor specific included) and experience that are deemed by the employer as relevant to the position maybe required.

### **Typical Duties:**

Typical duties performed include, but are not limited to:

- Practise confidentiality in relation to all aspects of the role;
- Within a variety of routines, methods and procedures, maintain the hardware and software components of a computer network and provide user support.
- Within a variety of routines and procedures and with a depth of knowledge in some areas, demonstrate to staff and students the use of complex audio visual or computer equipment, and monitor performance of and carry out repairs to, specialised equipment.

### **Specific Duties:**

Specific duties include, but are not limited to:

- Respond to a variety of jobs logged with IT Support Help Desk, recording incidents and solutions to routine tasks directing the request to higher level support as required;
- Provide diagnosis of problems and repairs required to devices;
- Assist with keeping staff up to date with advancements to and changes within, the College network
- Provide responsive and client focussed support including on-call support for teachers in the classroom
- Respond to ad hoc requests from the IT Manager or College Leadership Team;
- Assist with the rollout of services and infrastructure within IT projects as directed by the IT Manager
- Assist with the administration of the systems and services including;
  - maintain a system of data backups;
  - Installation of workstations and other hardware onto the network;
  - Installation of software onto network, workstations and devices;
  - Installation of printers, scanners and other peripheral devices onto workstations and network;
  - Setup, administration and maintenance of user accounts (staff and students) within Active Directory
  - maintaining accurately, IT documentation
- Monitoring the performance of and troubleshooting for equipment such as Data Projectors, IWBs and other peripheral devices;
- Test and recommend upgrades to computer equipment as directed
- Liaise with suppliers and providers as directed/required
- Monitor usage & re-order toner for printers;
- Update and maintain College website as requested by Principal/Business Manager;
- Maintain security of laptops and other equipment;
- Organise warranty claims for equipment as required;
- Use a variety of applications to provide support and maintain applications in the workplace
- Other duties as directed by the IT Manager

### **General Terms of Appointment**

- Be supportive of the Catholic ethos of the school.
- Support the Strategic Plan and the School Improvement Plan.
- 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 notice blue card for child related employment.
- Comply with all requirements of St Ursula's College Student Protection Policy and Procedures.

Given the dynamic environment in which the College operates the Principal may alter the roles and responsibilities of this position at her discretion, in order to most effectively serve the needs of the College.