



## Position Description

**POSITION:** Information Technology Assistant

**STATUS:** Full-time, Term-Time

**REPORTS TO:** Information Technology Manager

**DATE:** November 2022

**CLASSIFICATION:** School Officer Level 3

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### **Purpose of Position:**

Under direct supervision of the Information Technology Manager and overseen by the Business Manager, provide basic technology support and audio visual support to students and staff.

### **Key Characteristics:**

These include the ability to:

- demonstrate tolerance, a capacity for tact and discretion and an ability to maintain confidentiality.
- reflect the communication style of another and demonstrate this in preparation of responses.
- handle a range of tasks in a variety of contexts.
- work within routines, methods and procedures.
- work safely in an office environment and meet the requirements of *Student Protection* legislation

### **Supervision:**

Work will be carried out under direct/ and or routine supervision and may be checked in relation to overall progress.

### **Supervision of Others:**

nil

### **Qualifications:**

Year 12 Senior Certificate is the minimum formal qualification. No experience is required.

### **Typical Duties:**

Typical duties performed may include, but are not limited to;

- provide desktop support including resolving questions related to Windows 10, Microsoft Office, etc.
- 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.
- monitor incoming Helpdesk requests and actioning appropriately
- practise confidentiality in relation to all aspects of the role
- deploy and install operating systems and applications
- preform basic troubleshooting and problem diagnostics
- user account creation and deletion

- maintaining IT security in line with established procedures
- implement system software changes
- perform basic hardware maintenance
- maintain installed software packages and deploy updates
- provide basic system administration
- manage cloud platforms and assets (Office365, G Suite, Adobe CC etc)
- meet with Event Coordinators to discuss audio, lighting, and video requirements
- set up microphones, video monitors, projectors, speakers, and video cameras
- conduct sound, visual, and performance quality checks on audio visual equipment
- inspect mountings and electrical equipment to ensure they conform to health and safety regulations
- operate sound and visual equipment during College events
- troubleshoot equipment and ensuring events run smoothly
- disassemble audio, visual and music equipment and pack up after the event
- maintain good customer relations.

### **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.