



## **POSITION DETAILS:**

<b>Position Title:</b>	IT Technician
<b>Group:</b>	IT Department
<b>Supervisor:</b>	IT Manager
<b>Classification:</b>	Level 2
<b>Date:</b>	January 2019

## **PRIMARY ROLE/PURPOSE:**

This position requires employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under general supervision, using established procedures, practices and instruction.

Problems are solved by initial reference to established practices and procedures, and the application of initiative or judgement in applying them, seeking guidance from other members of the IT Services team where necessary.

The primary purpose of this role is to provide Level 1 and 1.5 IT support to students and staff, and to support the IT Support Officer, Senior Systems Administrator, Systems Engineer and IT Manager in the day to day running of the ICT Environment.

## **RELATIONSHIPS AND AUTHORITY**

The position is responsible to the IT Manager for the day to day performance of duties.

## **KEY ACCOUNTABILITIES:**

### **Provide Level 1/1.5 IT support as follows**

- Assist staff and students with IT Support issues in a service desk context (walk-ins, phone calls, emails);
- Liaise with third-party suppliers where required;
- Perform basic maintenance of equipment including imaging, hardware maintenance;
- Install and configure software as directed;
- Work with other members of the IT Services Team to provide support in the day-to-day operations of the IT Department;
- Create and maintain documentation as required;
- Maintain the asset register.

## **Provide support during School holidays (as required) as follows**

- Perform routine maintenance such as imaging, audits and repairs;
- Assist with special IT Projects such as new equipment rollouts.

### **Other**

- Additional duties as allocated by the Headmaster.

## **KEY SELECTION CRITERIA:**

### **Qualifications**

- Bachelor's Degree or Diploma in Information Technology (or working towards achieving qualifications) is highly desirable.

### **Essential**

- Fault diagnosis of PCs and peripherals;
- Knowledge of computer components;
- PC Assembly experience;
- Knowledge of Windows, MacOS;
- Basic knowledge of Active Directory & Network Software;
- Knowledge & Experience in Customer Services Techniques/Roles;
- Troubleshooting skills in networking, hardware & software;
- Possess a professional and courteous phone manner;
- Possess a high level of organisational, communication and interpersonal skills;
- Have the ability to find solutions through creative thinking and collaboration;
- Willingness to learn and be mentored;
- Have a service ethic;
- Ability to work to deadlines;
- Ability to work effectively with minimal explicit direction and supervision;
- A willingness to be a member of a team and to work collegially with other staff members;
- High level of professional standards and conduct;
- Experience working in a School environment would be an advantage;
- Willing support for the Anglican Ethos of the School;
- Possession of, or the ability to acquire, a current blue card (Working with Children Check by Blue Card Services);
- Agree to undergo a Criminal History/Police Check conducted by the School;
- **Must be an Australian resident and eligible to work in Australia.**

### **Desirable**

- One to two years PC repair experience;
- Telephone technical support experience;
- Familiarity with the TASS School management system;
- Familiarity with the Moodle Learning Management System;
- Familiarity with cloud-based platforms such as AWS, Azure, Google Compute Platform, Office 365, G Suite.

### **Criminal History Checks**

- The School will conduct a Criminal History/Police Check on the successful applicant;
- The offer of this position is subject to the successful outcome of the Police Check and the Working with Children Check application;
- Should the Police Check or the Working with Children Check application reveal a negative outcome, the offer of this position will be immediately withdrawn.

**AUTHORISATION:**

I hereby agree that this Position Description accurately reflects work requirements.

**Headmaster**

Paul Browning  
Name

Signature

Date

**IT Technician**

Name

Signature

Date

## ATTACHMENT – ST PAUL’S SCHOOL

### ETHOS STATEMENT

**The School’s Purpose is** “to prepare resilient, global citizens, who are innovative thinkers, with a heart for servant leadership.”

**The School’s Vision is** “Leading in educational thinking and practice.”

**The School’s Values are:**

By **Faith** and by **Learning** we strive to grow in **Community** with God and each other, valuing each person and celebrating individual excellence.

**We value Faith believing where:**

- Each person is a unique creation of a loving, redeeming God and able to be empowered and sustained by the Holy Spirit through the teaching and life of Jesus Christ.
- Each person can have a relationship with God, through Jesus Christ, demonstrated by modeling one’s life on Christ, serving others and participating in the traditions and practice of the Anglican Church.

**We value Learning where:**

- Students are encouraged and supported as they strive to reach their intellectual, creative, physical, social, moral, emotional and spiritual potential in a balanced and disciplined way.
- Students fully explore a range of topics, themes and concepts which have relevance, real-world application and a focus towards the future.
- A variety of student dispositions to learning are fostered through our Realms of Thinking Framework which are embedded from PP-12 across all Learning Areas.

**We value Community where:**

- Students, staff and families support the aims, purpose and mission of the School and serve one another using their God-given gifts.
- Students, staff and families grow together in faith and learning, promoting love, justice and mercy - at home, at School and in the wider world.
- Students remain connected to the St Paul’s community when they graduate, through a vibrant Past Students’ Association.

## SCHOOL EXPECTATIONS

All employees are bound by the requirements of the School's policies and procedures as they apply from time to time, and are expected to act with integrity, and in a way that demonstrates a proper concern for the public interest expressed with a framework of a Christian educational organisation.

As such, employees at St Paul's School are expected to embrace the following statements.

As well as comply with all federal and State legislation as they apply from time to time as well as any relevant Canon Laws or Diocesan policies.

Much of the information gleaned by employees during the course of their duties is confidential and should be treated as such. Employees shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways which are inconsistent with their obligation to act impartially. Nor should such information be used improperly and cause harm or detriment to any person, body, or the School.

Proof of qualifications as well as a disclosure on any matter which may affect your employment in this position will also be required prior to commencement.

## LEADERSHIP EXPECTATIONS

"If a leader's actions are driven by service and dedication to a cause or a relationship then they are a servant leader."

Leadership at St Paul's is based on the philosophy of individual and School "wholeness", collaboration, teamwork and transparent decision-making. The model of leadership reflects the values central to St Paul's School, that of Faith, Learning and Community.

Leadership Principles underpinning the Leadership at St Paul's:

- St Paul's School leadership structure is **student-centred** and reflects our agreed values of Faith, Community and Learning.
- The leadership structure is **learning-centred** for both students and staff, providing opportunities for open and transparent communication and decision-making.
- Collaborative leadership based on teams enabling of ideas to be brought forward by anyone through a variety of formal and informal routes (everyone's voice deserves to be heard).
- Education of the whole person in which the intellectual, spiritual, emotional and physical development are all-important and integrated.
- The importance of creating an environment which encourages high academic achievements at senior levels by ensuring appropriate methodologies and subject content.
- The concept of St Paul's School as a single whole School, made up of four Sub-Schools each with some degree of autonomy whilst sharing many common elements.