St Paul's School
By Faith and By Learning

Position Description

POSITION DETAILS:

Position Title:	**IT Service Desk Technician**
Group:	Business Services
Supervisor:	IT Manager
Classification:	Level 4
Date of Last Review:	April 2024

PRIMARY ROLE/PURPOSE:

The IT Service Desk Technician is responsible for providing students and staff with effective Tier 1 and Tier 2 level Technical support and advice on the correct operation for IT hardware, software and systems.

The IT Service Desk Technician works as part of a proactive, customer facing support team with the main responsibility for responding to staff and student IT requests via the TechZone Portal and Helpdesk systems.

LEVEL CLASSIFICATION REQUIREMENTS:

This position has been classified at this level in accordance with the School's requirements, and in line with the current Queensland Anglican Enterprise Agreement. The expectations and requirements for employees at this level are in accordance with the Enterprise Agreement's overview and characteristics for this level, as listed below:

- The characteristics and job criteria for this level are additional to all the relevant characteristics and criteria of any preceding or lower level(s). Level four requires Employees with appropriate and highly developed skills and knowledge gained in a specific area due to their work experience and/or formal qualifications. Employees will have well developed interpersonal skills and display appropriate levels of confidentiality, discretion and judgement in their specific work areas. Work may involve the provision of advice; service or support to a range of internal and external stakeholders requiring knowledge of policies and/or the interpretation of rules or regulations within the Employee's area of operation. Employees may assist in developing policy and procedures relating to their work area and identifying future trends. High level communication skills will be required. Work is carried out with general or broad guidance on progress. At this level officers may be responsible for the supervision of staff in all lower levels and may be responsible for the planning and management of the work of others including work teams. Employees may also be responsible for training staff through instruction and practical demonstration.

- All necessary experience is gained either on the job, through previous employment or the attainment of a diploma and/or degree level qualification. Tertiary qualifications at a minimum level of Associate Diploma/Diploma level or its equivalent or such knowledge, qualifications

and experience that are deemed by the School as necessary to successfully carry out the duties of the position.

- Employees will have a highly developed knowledge of the organisation and industry and highly developed skills (e.g. at the technician level) in their area of expertise. They will use judgement and initiative regularly in order to complete the tasks assigned to them. They will competently handle the supervision requirements of the role. A range of technical knowledge and/or skills are applied to roles and functions in both varied and highly specific work contexts. Competencies at this level are normally used independently within both routine and non-routine work situations.

- Supervision and guidance will normally be exercised through a reporting structure. The position is responsible to the Principal, Head of a Department/Faculty or a higher level School Officer or Senior academic staff for the day to day performance of duties. The measurement of performance at this level is made against defined targets.

Summary characteristics of this level.
The skills and duties attached are not an exhaustive listing and must always be read in the context of the complete summary characteristics of this level four as detailed above

- Data entry and use of proprietary applications.
- Assisting with data and systems analysis and design in relation to the development and maintenance of IT systems.
- Assisting with application programming (e.g. modification of proprietary systems; and investigation of malfunctions in operational programs).
- Provide advice to others requiring knowledge of policies and/or the interpretation of rules or regulations within their area of operation
- Monitor and maintain IT systems and related computer, network and server applications
- Contribute to the planning and acquisition of IT systems.
- Provide detailed IT support to users.
- Work with and assist School Management in relation to issues associated with work area and work responsibilities and accountabilities

KEY ACCOUNTABILITIES:

Technical support
- Provide Tier 1 and 2 technical supports to students and staff in the general operation of the educational technologies.

- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.

- Provide professional and expert advice in response to queries regarding ICT equipment and procedures.

- Work individually and as part of a team to identify and resolve problems that affect ICT services.

- Provide assistance to staff and students in the appropriate use of School ICT equipment.
- Perform routine maintenance tasks, including installing basic software packages, setting common options and trouble-shooting basic problems.

- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.

- Install, support and troubleshoot School ICT equipment including desktop computers, laptops, and printers.

- Provide assistance to the IT Manager and IT Systems Engineers in the delivery of training for School staff in the appropriate use of ICT Systems.

- Perform routine checks of Information Services facilities and resources and ensure they are clean and in good order.

Administrative support;
- Develop and maintain concise and up-to-date documentation of help desk procedures, training material and resources.
- Log and manage requests for repairs and service with external providers.
- Maintain a registry of ICT hardware and software.
- Record accurately all support requests, outcomes and time taken in the Help Desk System.
- Management of user accounts for network access and corporate applications.
- Maintenance of document delivery portal.

Audio-Visual Equipment:
- Supervise and support all fixed and portable audio-visual installations and services such as televisions, video recorders, data projectors, interactive whiteboards and public address systems.
- Assist students and staff with the setup of audio-visual equipment and provide instruction and support to staff and students in the use of audio-visual equipment.
- Liaise with staff about audio visual requirements for school events and assemblies.
- Maintain AV equipment including Screens, Digital Still Cameras, Video Cameras and Data Projectors in operable condition.
- Carry out minor equipment repairs, locate faults and report the need for outside repairs.

IT infrastructure:
- Assist in the investigation and resolution of network problems.
- Assist in the deployment of Standard Operating Environment (SOE) including carrying out the imaging of SOE software to computing systems and installations of approved non-SOE software as directed.
- Assist with the configuration, deployment and/or upgrading of IT equipment as directed.
- Troubleshoot and assist in repairing hardware related issues.
- Coordinate and perform proactive maintenance including the routine checks of IT equipment in classrooms to ensure optimal operation.
- Maintain technical documentation – contributing to the consistent production and maintenance of documentation of IT systems.
- Assist in the scheduling and monitoring of backup and recovery systems.
- Assist in the tuning of and monitoring of firewall and web filtering systems.
- Participate in programming and other project related tasks.

Research Centre:
- Assist in the operation of the Information Services Desk including loans, returns, reservations and support.
- Assist in carrying out an annual audit/stock take of ICT resources.
- Decommissioning and packaging of hardware at end of life.

Work Health and Safety

- Apply safe work practices to all School activities whether conducted on or off campus. This includes taking reasonable care for your own health and safety and that of others affected by your actions or omissions, complying with all safety related instruction, policy, procedure or guideline and reporting all incidents and hazards identified throughout the School in accordance with reporting procedures.

Other

- Other tasks not inconsistent with the role of an IT Service Desk Technician.

KEY SELECTION CRITERIA:

Qualifications and Experience

- A relevant level qualification (e.g. Certificate / Diploma in ICT, ITIL Certification to intermediate level) or demonstrated relevant work experience as a IT Service Desk Officer.
- Experience working in a School setting would be an advantage.

Essential Skills and Requirements

- Demonstrated ability to provide Tier 1 and Tier 2 technical service and support in an ICT setting.
- Demonstrated working knowledge of and use of laptops, Microsoft Windows 11, MacOS and Microsoft Office 365 and some exposure to Active Directory.
- An affinity and aptitude for adapting to and understanding new technologies and supporting teachers and students in the operation of educational technologies.
- Competencies in on-line communication and internet access are required to enable effective communication and support.
- Strong analytical and problem-solving skills with the proven ability to perform appropriate diagnostics to identify faults and initiate problem or change management workflow processes.
- Enthusiasm, initiative, and a keen interest in the role with the flexibility and the ability to adapt and operate effectively in a demanding and changing environment.
- A professional and courteous phone manner;
- A high level of organisational and interpersonal skills;
- A high level of communication, written and verbal skills;
- Ability to find solutions through creative and lateral thinking and collaboration;
- 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;
- Willing support for the Anglican Ethos of the School;
- Possession of a current Blue Card (Working with Children Check by Blue Card Services). This is non-negotiable. The successful candidate must have a current Blue Card before commencing work at the School;
- Agree to undergo a Criminal History/Police Check conducted by the School;
- Agree to be checked against the Anglican Church's National Professional Standards Register;
- **Must be an Australian resident and eligible to work in Australia**.

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 possession of a current Blue Card (Working with Children Check by Blue Card Services);
- Should the Police Check or Blue Card reveal a negative outcome, this position will be immediately withdrawn.

AUTHORISATION:

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

Acting Principal	John O'Sullivan- Williams		
	Name	Signature	Date
IT Service Desk 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 "Transforming 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 learning frameworks 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.

ANGLICAN SCHOOLS COMMISSION - STATEMENT OF COMMITMENT

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have the opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God
- Every child: loveable and loved, unique and unrepeatable
- Outstanding education for the flourishing of people and the good of community

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practised.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people;
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm; and
- respond to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.