

ICT Technician

Preamble

St Joseph's College is a Catholic Boys College in the tradition of the Salesians of Don Bosco. The ICT Technician provides technical support and assistance in the day-to-day operation of the College's ICT infrastructure; and supports and assists staff, teachers and students in the use of various technologies. The ICT Technician is a member of the ICT Services Team and reports to the Principal via the ICT Manager, Business Manager and Director of Operations and Innovation.

The ICT Technician is expected to support the vision and goals of St Joseph's College as an innovative, technology rich, learning community and to participate in ongoing professional learning and compliance obligations.

The ICT Technician is based in the ICT Service Desk/Office with support being provided from there, across the entire College and remotely when appropriate. The duties of the ICT Technician are reviewed on a regular basis and may vary depending on the overall needs of the College. The day to day needs are determined by the ICT Manager and Director of Operations and Innovation.

Child Safe Standards

The ICT Technician must be:

- committed to the safety and wellbeing of all children and young people.
- able to demonstrate an understanding of the Child Safe Standards and their legal obligations under the Ministerial Order No. 870.
- a suitable person to be engaged in working with children and young people.
- able to understand and commit to Child Safe Standards and expectations relating to Melbourne Archdiocese Catholic Schools (MACS), PROTECT, VRQA and VIT.
- able to demonstrate an understanding of and commitment to Child Safety protocols, Codes of Conduct and to ensuring the Child Safe focus of St Joseph's College.

General Duties

- In conjunction with the ICT Manager, manage and deliver the school's ICT service.
- Be aware of school and government policies and deliver the ICT services in accordance with these.
- Be adaptable to change in the way the school delivers its ICT service to ensure the best possible service delivery.
- Assist with ICT and data systems within the school, contributing to the planning, development and monitoring of ICT support services.
- Comply with policies and procedures relating to Child Safety, OH&S and security, confidentiality and data.
- Keep abreast of all requirements relating to Child Safety, reporting all concerns to an appropriate person.
- Develop constructive relationships and communicate with other agencies/professionals.
- Share expertise and skills with others.
- Participate in training and other learning activities and performance development as required.

Specific ICT Support Duties

- Assist in the management of the school ICT computer facilities and software.
- Advise and assist the ICT Manager regarding the procurement of all ICT equipment and consumables.
- Contribute to optimising the ICT department's performance.
- Undertake maintenance of ICT hardware, software and systems.
- Provide a high quality level of support, problem solving and troubleshooting of Staff and Student ICT issues including issues relating to software, hardware, configuration and user errors.

- Contribute to the maintenance of a Help Desk system that ensures requests for work are prioritised and completed in line with the College's Standards.
- Assist in the management of the College's wireless network.
- Assist with the management of classroom management software.
- In collaboration with the ICT Manager, Contribute to the College's ICT Strategic Plan.
- Maintain access to the relevant College Systems as directed by the ICT Manager and Director of Operations and Innovation.
- Ensure an up to date ICT inventory is maintained.
- Assist with the production of an annual audit of the ICT equipment for the ICT Manager.
- Under the direction of the ICT Manager, liaise with partners and suppliers of the school on ICT related issues.
- Assist with the technical upgrade, implementation and training for the College's various ICT Systems.
- Assist with the College's Audio Visual Technologies.
- Contribute to ICT training and advise school staff as appropriate.
- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation.
- Assist as required with the effective implementation of projects and school ICT initiatives.
- Take responsibility for their own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the school as a learning organisation.
- Share responsibility for the implementation of Health and Safety regulations and CECV and MACS legislation in the College.
- Any other duties as directed by the Principal or her delegate.

Key Selection Criteria

1. Support and participation in the faith life of St Joseph's College including commitment to the Salesian ethos of the College.
2. Suitable qualifications and experience.
3. A high level of competence in ICT support and the ability to work flexibly in supporting the overall work of the ICT Team.
4. Proven record as a skilled ICT Technician or equivalent experience.
5. Knowledge and understanding of relevant software, hardware and networking concepts.
6. Well-developed interpersonal skills including organisation and communication.
7. Ability to demonstrate a high level of confidentiality, loyalty and professionalism.
8. Ability to work effectively independently and as part of a team.
9. Capacity to work cooperatively and flexibly with a range of people including administration and finance officers, teachers, learning support staff, students, parents, visitors and contractors.
10. Ability to problem-solve and seek assistance as required.
11. Knowledge and support of relevant policies including Child Safety, Reportable Conduct, Privacy, OHS.
12. Current First Aid training at Level 2 or equivalent (or willingness to obtain this).
13. Current WCC (Working With Children) certification.
14. Commitment to ongoing professional learning, professional growth on a personal and professional level for the benefit of the College community.

Working Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Ability to access the whole site to review/check ICT equipment.
- A substantial amount of work involving visual display units.
- Evening work will be required from time to time to support events for which flexibility in working hours is essential.

Employment Conditions

Terms and conditions are as outlined in the *Victorian Catholic Education Multi-Enterprise Agreement 2018* for Education Support Employees. This position is a fixed term full-time position. This position may be Category A, B or C depending on the needs of the College. The salary is determined by the Position Description and the qualifications, skills and experience of the employee. Employees may be required to participate in an Annual Review Process.

In accordance with the VCMEA, the ICT Technician is entitled to a paid morning tea break and an unpaid 30min (minimum) lunch break. Start and finish times may vary from time to time depending on the needs of the College.

Additional Background

The College operates one Network that services both College Campuses and all Administrative, Operational and Educational services.

The Network Infrastructure comprises HP Servers and Hardware, a variety of VMs, VLANs, Aruba (HP) Switches, Aruba and Xirrus Arrays. An IP Based Phone, Public Address and Camera System support the Operations of the College.

A 1:1 Student/Teaching Device Program (MacBooks and iPads), in addition to Apple TV and Vivi, supports Students and Teachers with Learning and Teaching.

A variety of cloud-based services also form part of the College's ICT Services. The College will be joining the MACS Integrated Catholic Online Network (ICON) in 2022.

This Position Description is subject to modification based on the needs of the College.

Last Updated: September 2021