



## Role Description & Employee Specification

**TITLE OF ROLE:** Information Communication Technology (ICT) Officer

**CLASSIFICATION:** Dependent on applicants' ability and experience (LSO Grade 2-4)

**TENURE:** Permanent Part-Time (35 hours per week / 45-46 weeks per year to be negotiated)

### ROLE DESCRIPTION

The ICT Officer will provide support, education and guidance in the deployment, maintenance and integration of ICT systems, and the diagnosis and resolution of technical problems and issues for the School.

Duties associated with this role include but are not limited to:

- Assist with creation and maintenance of system operation manuals, back-up systems, software
- Licence register and history register.
- Assist with hardware and network maintenance.
- Maintain ICT asset register for equipment, software and documentation.
- Ensure client hardware (Chromebook devices, desktops, laptops, notebooks, PDAs, mobile phones) and software is operational:
  1. Install and optimise operating system software
  2. Provide advice to network users
  3. Install software applications
  4. Create user documentation
  5. Connect a work-station to the internet
  6. Connect hardware peripherals
  7. Run standard diagnostic tests
  8. Administer network peripherals
  9. Connect internal hardware components
  10. Customise packaged software applications for network users
  11. Use advanced features of computer applications (e.g. develop macros and templates for clients using standard products).
- Use development software and ICT tools to build a basic website.
- Transfer content to a website using commercial packages.
- Provide first-level remote help desk support.
- Develop new peripheral equipment specification in liaison with school management.
- Have an intermediate level of programming skills (e.g. macros or scripts).
- Develop procedures to optimise the effective use of hardware and software applications.
- Demonstrate to staff the use of computer hardware and software.

- Monitor the performance of the components of a computer network.
- Provision of user assistance and installation with applications, programs and hardware.
- Handle written and verbal communications in a 'help desk' type environment.
- Establish and maintain working filing systems.
- Assistance with ICT based school marketing initiatives and video editing for school related activities.
- Assist with data and systems analysis and design in relation to the development and maintenance of ICT systems.
- Assist 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 ICT systems and related computer, network and server applications.
- Contribute to the planning and acquisition of ICT systems.
- Provide detailed ICT support to users.
- Monitor the performance of, and carry out or arrange for repairs to specialised equipment.
- Other duties as required.

## **USE OF KNOWLEDGE**

The ICT Officer will be:

- Required to apply a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.
- Fully competent in a technical sense and require little or no guidance during the performance of work.
- Undertake research to obtain guidance as required in the achievement of stated objectives.

## **USE OF SKILLS AND PROBLEM SOLVING**

The ICT Officer will analyse, diagnose, design and implement solutions across a broad range of technical or management functions.

## **CONTROL, AUTHORITY AND DECISION MAKING**

The ICT Officer:

- Will require a high degree of initiative, discretion and capacity to program their work.
- May be required to prepare a budget.

## **JUDGMENT**

The ICT Officer will evaluate information and use for forecasting, planning or research purposes.

## **RESPONSIBILITIES AND ACCOUNTABILITIES**

The ICT Officer will be responsible for own outcomes within broad parameters.

## KEY WORKING RELATIONSHIPS

The ICT Officer will be supervised by the Business Manager and Principal and may be responsible for the supervision of others such as:

- volunteers
- students with formally identified special needs
- students undertaking practical ICT activities
- Other LSOs staff of lower level

Other significant working relationships involve the working alongside the Deputy Principal and ICT Teacher(s).

## SPECIAL CONDITIONS

- Current Working with Children Check.
- Current National Police National Police Check clearance.
- Current Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC).
- Current Lutheran Education Australia Valuing Safe Communities training (can be provided in-house).
- Current Driver's License - Class C.
- Must be vaccinated against COVID-19 or have an approved medical exemption endorsed by the Chief Public Health Officer (or delegate).

## QUALIFICATIONS:

- Certificate III or above in Information Technology or relevant industry experience, preferably in an education setting.
- Completion of other courses/certification of a short term or specialist nature relevant to this role.

## EXPERIENCE:

- Previous experience in a similar role is preferable but not essential, however a willingness to learn and grow within the position is essential.
- Experience providing a quality service desk operation and working in a support role both on the telephone and in person.
- Experience with Google workspace for education, Microsoft 365, Windows and iOS devices.
- Demonstrate the ability to plan, work and manage time effectively.
- Demonstrated practical experience in a networked computer environment.

Wonderful opportunity exists for this role to be shaped around the specific skills and passions of the successful applicant. Whilst Network management and performance is outsourced to an external company, experience and expertise in network management may invite a broadening of this role to utilise such skills.

## KEY SELECTION CRITERIA:

- Practical knowledge of computer operations and experience supporting ICT operating systems, telecommunications and including mobile equipment, audio-visual equipment and other ICT hardware.
- Strong verbal communication and interpersonal skills with the ability to liaise with people at all levels in an accurate and positive manner.
- High-level of self-organisation and time management skills.
- An ability to work effectively within a busy team environment, and also to work unsupervised.
- Customer service focus and genuine desire to assist team members.
- Able to work proactively and independently to troubleshoot or research issues.
- Well-developed communication and interpersonal skills, combined with a pro-active, hands-on attitude.
- Strong analytics and problem-solving skills.
- Supportive of the ethos of the school and endeavour to exemplify a lifestyle in accordance with this.