

POSITION DESCRIPTION – IT SUPPORT OFFICER

Position Title:	IT Support Officer
Employment Status:	Full-time / Part-time / Casual
Position Reports To:	Principal / Business Manager
Applicable Award:	Queensland Lutheran Schools Single Enterprise Agreement 2020
Position Description Endorsed By:	Principal (Karyn Bjelke-Petersen)

PHILOSOPHY STATEMENT

St. John's Lutheran School is a family oriented and collaborative Christ focused school community. Our staff strive to keep abreast of current thinking in education and to integrate the "best of past practice" with the "best of what is current" that meets the diverse individual needs of the students in our care.

As a community at St. John's Lutheran School, we are committed to continually strive to provide the best possible learning/teaching environment and curriculum offering that is possible for the students in our care in accordance with the Alice Springs (Mparntwe) Education Declaration (2019).

SCHOOL MISSION AND VALUES

MISSION:

Our school community is committed to providing quality education which endeavours to prepare children for the future in a caring supportive Christian environment.

VALUES:

Christ – We ask, "What would Jesus do?"

Co-operation – We co-operate with others.

Communication – We communicate in socially acceptable ways.

Courtesy – We use good manners in all situations.

Consideration – We respect the feelings and property of others.

Care – We care for ourselves, others and our world.

Christian Leadership – We serve, help and encourage others

ALL STAFF AT ST JOHN'S WILL WORK WITHIN:

- The law applying to teachers
- School policies, regulations, and expectations
- The schools mission statement, philosophy and Christian ethos
- Workplace health and safety regulations and other regulations governing the school
- Industrial agreements as they apply from time to time.

OBJECTIVE

The main objective of the IT Support Officer is to fulfil the role, accept responsibility and meet the appropriate duties as described within this statement; to do so in accordance with the school's mission statement, aims and values, and the Industrial Agreements thereby meeting the primary objectives of the role as the IT Support Officer.

ALL STAFF AT ST JOHN'S WILL WORK WITHIN:

- The law applying to staff
- School policies, regulations, and expectations
- The schools mission statement, philosophy and Christian ethos
- Workplace health and safety regulations and other regulations governing the school
- Industrial agreements as they apply from time to time.

ROLE DESCRIPTION

The IT Support Officer is primarily responsible for maintaining the School's network infrastructure and information systems to enable safe, reliable, and effective use by staff, students, and parents.

The IT Support Officer works under the direction of the Principal and or Business Manager.

In carrying out the duties and responsibilities, the IT Support Officer is expected to consistently project an atmosphere of Christian Service to all sectors of the school community.

PROFESSIONALISM

- Be a Christian Role Model to the students and community and manage students with a style consistent with the Christian ethos of the school
- Create a positive image for the department and its staff
- Maintain and adhere to all WHS standards
- Abide by the school's *Code of Conduct* and *Child Protection* policies.

QUALIFICATIONS

- Tertiary qualifications in Information Technology or Computer Science
- Industry certification in vendor products is highly desirable
- Current Certificate in First Aid (or be willing to obtain during first year of service).
- Possess current Paid Blue Card for working with children (if successful applicant does not currently hold one of these cards, an application form will be forwarded with offer of appointment).

Skills:

- Demonstrated administration experience to work effectively with spreadsheets and databases to maintain accurate records.
- Demonstrated experience relating to and engaging positively with people from a wide range of backgrounds.
- Excellent verbal and written communication skills and sound interpersonal skills.
- Excellent organisational and time management skills.
- Ability to work autonomously or as part of a team and use initiative to meet deadlines.

KNOWLEDGE AND EXPERIENCE

Knowledge, understanding and experience in the following areas:

- Windows 10
- Windows Server 2016/2019
- Active Directory management and administration
- Azure/Office 365/SharePoint Online
- Google Administration
- DHCP and DNS
- VLANS
- TCP/IP Networking
- Network troubleshooting and maintenance
- Network printer management
- Device management and software deployment
- Device troubleshooting and maintenance

Experience:

- Experience with multiple operating systems, including Windows, ChromeOS, iOS and MacOS.

KEY ACCOUNTABILITIES

Administration

- Manage and monitor network and system infrastructure (e.g. routers, switches, phones, firewalls, cloud components, workstations, laptops etc.) and carry out proactive maintenance as required
- Manage applications including access management and data migration.
- Provide technical support to both technical and non-technical team members in person and remotely
- Maintain, support, and undertake troubleshooting and diagnostics on Azure infrastructure.

Helpdesk

- Daily monitoring of the Helpdesk system and trouble shoot issues as required.
- Perform maintenance of hardware, including cleaning and general health checks.
- Troubleshoot issues and provide training to staff in the use of equipment and knowledge management systems (e.g. PCSchool, Office365, etc.).
- Assist end users with printer and audio-visual issues as required.
- Device Management
- Provide support to staff in the area of hardware, operating systems and agreed P-12 software.
- Record device maintenance and repairs against each asset.
- Carry out setup of devices and manage the allocation and distribution of devices to users.

Other Duties

- Assist with the management and maintenance of the Schools websites and hosted content.
- Document all procedures and processes for training and internal department references.
- Perform other duties as directed by the Principal and/or Business Manager.

HOURS OF DUTY

Working hours to be negotiated to suit School requirements (flexible working hours may be required).

Primarily the working hours will be 38 hours per week, Monday to Friday.



ST JOHN'S LUTHERAN SCHOOL, KINGAROOY

SALARY AND CONDITIONS

The position of IT Support Officer is a full-time permanent position with a six-month probation period. Thereafter the position will be subject to a biannual performance review to be conducted by the Principal and/or their nominee.

ADDITIONAL INFORMATION

This job and person description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.

Given the dynamic environment in which the School operates, the Principal may alter the roles and responsibilities of the IT Support Officer position at their discretion in order to most effectively serve the needs of the School.

IT SUPPORT OFFICER

I _____ have read and understand this position description and confirm my capacity to fulfil this role.

Signed: _____

Date: _____

ADMINISTRATION REPRESENTATIVE

Name: _____

Signed: _____

Date: _____