



Position Description

TITLE:	TECHNICAL SUPPORT OFFICER – CROSS CAMPUS
Report to:	Director Information and Communication Technology Cross Campus
Days of the Week:	Monday – Friday
Hours of Work:	8.00am - 4.00pm
Category:	Education Support Category A

The Technical Support Officer is expected to commit to the vision and values of St Francis Catholic College (the College) and carry out the role in a manner that reflects the vision and values articulated in the College Mission Statement in accordance with the School Implementation Framework (SIF) and the College Annual Action Plan (AAP).

STATEMENT OF DUTIES	
Commitment to Catholic Education	<ul style="list-style-type: none">• Demonstrate an understanding of the ethos of a Catholic school, in particular, the Franciscan and House Charisms.• Demonstrate an understanding of Church teachings and the staff members role in the mission of the Church.• Demonstrate ability to help students understand and appreciate Catholic teachings through personal example.• Demonstrate a commitment to Franciscan education informed by the Franciscan Schools Australia Framework.
Commitment to Child Safety and Wellbeing	<ul style="list-style-type: none">• Be familiar with and comply with the College Child Safety Policy and Code of Conduct, and any other policies or procedures relating to child safety.• Assist in the provision of a child safe environment for students.• Actively promote development and maintenance of a rigorous and vigilant culture of child safety at the College.• Demonstrate ability to provide duty of care for students in relation to their physical and mental faith formation. <p>Maintain currency with legal obligations in relation to child safety - mandatory reporting and reportable conduct.</p>

STATEMENT OF DUTIES

Duties and Responsibilities

- Collaborate across campus to ensure a One school Two Campus consistent approach to the delivery of the Program.
- Support staff and students with laptop queries.
- Supporting staff and students with:
 - MS Office queries
 - SiS, LMS and BMS queries
 - ICON queries
 - A/V (ViVi, projectors/TVs and sound)
 - Set up A/V for College events
 - Other applications/technologies used for learning and teaching
 - Assist in supporting parents/carers and guardians with PAM and reporting queries.
- Assist I.C.T Team in:
 - Assist with rectifying network and Infrastructure issues
 - Assist with rolling out new technologies
 - Assist with investigating any I.C.T. improvements.
 - Assist with implementation and maintenance of Cloud and SaaS based technology
 - Assist, if required with vendor management
- Liaise with vendors to:
 - Manage warranty and insurance repairs for staff and student devices
 - Proactively consider improvements to I.C.T. devices and I.C.T. infrastructure to improve Learning and teaching outcomes.
- Manage I.C.T. helpdesk tools.
- Proactively manage the I.C.T. helpdesk by
 - Monitor and respond to tickets lodged by staff and students
 - Housekeeping of I.C.T. helpdesk ticketing system
 - Creating and logging of all information
 - Generate documentation to improve Knowledge banks
- Oversee the operations and maintenance of all College AV systems and infrastructure to ensure high-availability and optimal performance.
- Commit to ongoing professional development in your area of work.
- Continue development of I.C.T. skills as technologies evolve.
- Be open to researching areas of interest relevant to directions provided in the College strategic plan.
- Undertake training to build technical capabilities in order to support the ICT team with network administration tasks.
- Undertake training on the Colleges ICT platforms for learning and teaching in order to provide backup support for the E Platform Administrator.
- Be an active member of a relevant professional association as duties permit.
- Communicate with staff, students, parents/carers with a high level of acumen, professionalism, and complete attention to detail via multiple mediums including, emails and oral communication at all times.

STATEMENT OF DUTIES	
	<ul style="list-style-type: none"> • Demonstrate professional and collegiate relationships with colleagues. Attend all relevant College meetings, after hour events, services/assemblies, sporting events, mass, community and faith days, and professional learning opportunities. • Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures. • Other duties as directed by the Principal.
SELECTION CRITERIA	
Commitment to Catholic Education	<ul style="list-style-type: none"> • Demonstrated capacity to model the ethos of a Catholic school and its mission, in particular, the Franciscan Charism and House members role in the mission of the Church. • Demonstrated understanding of Church teachings and the staff members role in the mission of the Church. • Ability to help students understand and appreciate Catholic teachings through personal example. • Demonstrated commitment to Franciscan education formed by the Franciscan Schools Australia Framework.
Commitment to Child Safety and Wellbeing	<ul style="list-style-type: none"> • Demonstrated understanding of child safety. • Experience working with children, demonstrating understanding of appropriate behaviours when engaging with children. • Ability to actively promote development and maintenance of a rigorous and vigilant culture of child safety at the College. • Familiarity with legal obligations relating to child safety including mandatory reporting and reportable conduct. • Demonstrated capacity to provide a duty of care for students in relation to their physical and mental wellbeing.
Skills and Experience	<ul style="list-style-type: none"> • Demonstrated ability to work as part of a team – highly relational. • Excellent interpersonal and communication, oral and written communication skills, including ability to communicate with students, parents/carers, and the College community. • Demonstrated experience in policy development and advanced policy writing skills, with strong attention to detail. • Demonstrated leadership qualities. • Demonstrated ability and willingness to accept policy directives. • Proven experience in a client facing or customer service roll. • Demonstrated experience in providing practical support with technological troubleshooting and repairs, including hardware and software, basic networking, routing, and switching. • Demonstrate excellent knowledge of best practices around management, control, and monitoring of infrastructure. • Experience with basic Internet, remote tools, troubleshooting, and problem resolution skills. • Demonstrated ability to manage complex tasks with minimal supervision.

SELECTION CRITERIA

Skills and Experience

- Proven ability to develop and maintain strong working relationships with key stakeholders.
- Demonstrate capacity to work to tight timelines.
- Proven, highly effective time-management skills.
- Exhibit self-motivation and confidence with an ability to build capacity in others.

Essential:

- Formal qualifications – Degree Information Technology or equivalent.
- Cisco Meraki, FortiGate, VMware, Veeam, Active Directory, Azure, Office365 desirable or willing to learn.
- CPR qualifications (training provided).