POSITION DESCRIPTION

TITLE: Information Technologies Support Desk and Network Officer

REPORTS TO: Director of Learning Technologies via Support Desk Manager

PERIOD OF EMPLOYMENT: Permanent Full Time

COMMENCEMENT: Immediate Start

POSITION OVERVIEW:

Liaises with:

1. Heads of Schools
2. Business Manager
3. School staff

Philosophy

The care of and interest in the individual student is one of the most important aspects that differentiates Pittwater House from other educational institutions. Administrative and support staff are provided to give management support and technical assistance to help the school provide the best possible learning environment.

Honesty and integrity are the first of the Pittwater House Core Values and are important to staff attitude in the School's administration. Confidentiality of records and information, both personal and corporate, is of paramount importance. In all dealings with parents, students, staff and members of the public your approach needs to reflect the high standard and reputation of the Schools and your actions need to be in accordance with relevant laws.

Purpose

The Information Technologies Support Desk and Network Officer is part of the team providing diverse frontline support of staff and students. It aims to assist users in the productive use of technology, both within and outside of the classroom. It is expected that this position be part of providing excellent customer service. The position will require a pro-active approach to ensure that technology enhances the administrative, infrastructure and the learning and teaching activities of the school.

Conditions of Employment

The terms and conditions of employment are according to the *Independent Schools NSW (Support and Operational Staff) Multi Enterprise Agreement 2017*. This position is classified as a Level 2 Clerical Officer.

Hours of Duty

This is a permanent full time position. Hours on campus will be 8.00am to 4.00pm Monday – Friday. This role works across the full year. 4 weeks annual leave is available which is expected to be taken during non-term time although this can be negotiated

The Position

Provide Technical Support:
- Provide onsite IT support to a variety of clients via different service approaches;
- Respond to user service requests, in line with Service Level Agreements, and ensures that there is a follow up of incidents on behalf of the user and communication of progress in a timely manner;
- Assist with configuring user account services such as: Office 365, Google Drive/Doc Accounts, Adobe Creative Cloud and Active Directory: managing user accounts, resetting passwords, etc.

Assisting in the productive use of technology:
- Assist users, both staff and students, in the productive use of a diverse range of technology, including software;
- Where appropriate, engage in the development of internal and sharing of external knowledge base articles to assist with knowledge sharing;
- Assist in the set-up of events and systems – basic AV event set up, printing and copying, telephony systems and various classroom technologies;
- Assist in a positive on-boarding experience for new staff and students;
- Be prepared to set aside time to identify areas of development and testing of new systems, ideas and workflow strategies.

Membership of the Learning Technologies Team:
- Liaise closely with the Learning Technologies Support Desk Manager and other colleagues to ensure a comprehensive and collegial alignment to the vision of the Learning Technologies Team;
- Reporting of IT support requirements in order to identify areas of escalation;
- Adhere to ethical behaviours, security processes and procedures to ensure protection of information and school systems;
- Meet expectation of all School policies including Child Protection Procedure and Workplace Health & Safety.

Required Skills & Experience
- Up to 2 years of experience in an IT Support role but recent graduates are encouraged to apply;
- Qualifications in IT: Relevant Certificate 3 or above and/or current Tier 1 vendor industry certifications. Qualifications in Networking will be highly regarded.
- Knowledge and experience with Microsoft operating system;
- Previous experience with Mac operating system is an advantage but not essential;
- Previous experience in a school environment is desirable.

Other Must Haves
- Have passed or be able to pass NSW Working with Children checks;
- General understanding of business etiquette as this applies to a school context;
- Have permanent residency or citizenship status in Australia;
- Excellent verbal communication skills;
- Troubleshooting and lateral thinking skills;
- Positive approachable personality;
- Can-Do attitude especially when faced with challenges;
- Strong customer service ethos;
- Ability to work both autonomously and as part of a team

Workplace, Health and Safety is the responsibility of all employees. All employees must perform duties in accordance with the Work Health and Safety Act and the workplace, health and safety requirements of Pittwater House.

Performance:
There will be a review of the role on an annual basis.

September 2018