



ICT Support Technician

Location	St Mary MacKillop College
Accountability	Principal
Reporting to	The Business Manager and IT Manager
Category	Administrative and Technical Officers - Level 3, Step 1-6 dependant on qualifications and experience
Tenure	Ongoing, Full-Time (1.0 FTE)

PURPOSE OF THE POSITION

This role plays a vital part in supporting the day to day technology needs of staff and students across the College, ensuring reliable, responsive and effective ICT services in a busy and varied school environment.

CORE RESPONSIBILITIES

- Provide the first point of contact at the Help Desk for students, staff and parents to log, enquire upon and seek resolution of system, hardware and software faults and requests.
- Troubleshoot and maintain a range of devices including Windows laptops, MacBooks and iPads.
- Assist with the setup, deployment and maintenance of ICT equipment, software and peripherals across the College.
- Support classroom technology and contribute to the smooth operation of teaching and learning technologies.
- Maintain accurate records of issues, resolutions and asset management while ensuring confidentiality of information at all times.
- To provide first line fault finding of IT equipment and College network.
- Maintain online safety and security for all using the College network (filtering, firewalls and anti-virus).
- Provide user advice and assistance.
- Book in damaged machines and co-ordinate repairs with the appropriate supplier.
- Liaise with manufactureres and resellers to rsolve issues with damaged and faulty equipment.
- Assist in maintaining a knowledgebase of user and technical information.
- To monitor, order and maintain levels of consumable items including printer supplies.
- Imaging and setup of desktop and laptop computers.
- Familiarity with all technology used within The College.
- Classroom support assisting teachers and students with computers, projectors, TVs and any other ICT equipment.
- Booking out loan laptops and equipment where appropriate.
- At times, help develop new software solutions to improve College services.
- Occasional support of school events and activities, at times outside of school hours.
- Assist the ICT Services team in all College IT related areas.

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St Mary MacKillop College
CHOOSE LIFE WITH COURAGE

ICT Support Technician continued

Additional Role Components:

All staff are required to:

- Actively contribute to the maintenance of the Catholic Ethos; through a manner of life and stated beliefs that are in keeping with the teachings of the Catholic Church.
- Ensure the underlying values of the College Mission are embedded within practice in the workplace.
- Take an active part in the co-curricular aspects of College life.
- Attend staff meetings, and/or other College functions as the Principal may require.
- Undertake any other duties or responsibilities that may be assigned by the Principal.

Work, Health and Safety

Your responsibilities as an employee include:

- Having a duty of care to ensure the safety, health and welfare of all staff, students, their parents, community members and other persons who are legally present on school premises, School premises include places away from a school campus such as a campsite or where school excursions may take place from time to time.
- Ensure an understanding and compliance of the College OHS policy.
- Create a culture of safety that precipitates the development, maintenance and promotion of a healthy working environment.
- Complying with, as far as practicable, all instructions given to you to ensure your own safety and health.
- Proper use of any personal protective clothing or equipment supplied to you.
- Not misusing or damaging any equipment you use.
- Prompt reporting of any hazards or incidents/accidents to your Leader including damaged college property.

Code of Conduct

You are responsible for ensuring you act within the framework of the College's Code of Conduct.