



The Springfield Anglican College

Position Description: ICT Helpdesk Officer

Last Reviewed: December 2019

Appendix 2

Student Protection

Anglican schools support the rights of children and young people and are committed to ensure the safety, welfare and wellbeing of students. Anglican schools are therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

1. Position Details

Position Title:	ICT Helpdesk Officer
Location:	The Springfield Anglican College
Classification:	Level 2 Increment 1 FSAC Ltd EBA 2019 Support Staff Classification Structure
Status:	Full Time
Reports to:	ICT Manager
Last Reviewed:	December 2019

2. Essential Qualifications

Academic Qualifications:	Certificate III or Diploma in a relevant field is desirable
Registration Requirements:	Nil
Blue Card:	Yes
Experience:	Experience in a similar helpdesk or ICT role is desirable
Knowledge:	Knowledge of technology systems including Windows OS, Mac OS, Office 2016, O365, OneNote, Printing, Audio Visual Projectors. Telephone, WiFi

3. Position Purpose

The ICT Help Desk Officer is a member of the TSAC College Information and Communication Technology technical services team. The role of the ICT Helpdesk Trainee is to support staff and students in the use of ICT hardware, software and associated peripherals. To work closely with and assist the other members of the ICT team under the leadership of the ICT Manager.

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4. Accountabilities

The ICT Helpdesk Officer provides ICT support to the College's staff and students in the delivery of quality educational outcomes; providing responsive and client focused support. As a member of the ICT unit the Helpdesk Officer provides a help desk service to end users in accordance with the established ICT procedures for service and maintenance issues and contributes to the development of ICT practices that are consistent with and enabling of the achievement of the curriculum and educational goals of our College.

Specifically:

- Create a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress and attending to customers with a consummately professional attitude.
- Provide first line support for any information technology issues and problems.
- Provide support by phone, email and/or using the helpdesk ticket management system.
- Assist in the deployment, configuration and security of desktop and mobile computing devices and peripheral devices.
- Troubleshoot desktop and notebook/tablet hardware, peripherals and equipment as necessary
- Assist with compilation and management of ICT asset registers.
- Proactively manage stock levels of consumables, spares and replacement of equipment.
- Address and resolve basic incidents and requests; logging all incidents and reports.
- Work collaboratively with the ICT team and perform other duties as requested by the ICT manager.
- Under the direction of the Manager ICT and in collaboration with other ICT staff, the Helpdesk Officer develops and implements practices that ensure the ICT function meets all statutory compliance obligations.
- Contribute to ensuring that the College's Strategic ICT acceptable use policy, standards, and associated protocols are administered appropriately.

5. College Expectations

Support staff at The Springfield Anglican College will be:

- Supportive of the Aims and Philosophy of the College
- Supportive of the Anglican values and ethos of the College
- Focused on the needs of the College's clients
- Strategic in their leadership and management
- Maintainers of the confidentiality of the team
- Facilitators of positive and productive College relationships
- Focused on participating in developing a culture of excellence
- Actively contribute to the general philosophy and spirit reflected in The Springfield Anglican College policies, procedures and guidelines.
- Commitment to the College aims and philosophy in holistic education and supports the College's value based approaches. The Helpdesk Officer will embrace change and support College development.
- Contribute to the College's duty of care for both staff and students by adhering to all requirements relating to the development of an environment which is free from the risk of injury, harm and/or disease as required by the Anglican Church Southern Queensland Student Protection Policy and Protection Framework Workplace Health and Safety and Child Protection Acts and relevant College policies and practices.

6. Selection Criteria/Competencies

- Ability to communicate effectively both verbally and written with a range of client groups, including students, staff and parents.
- Ability to demonstrate good time management in a high-pressure environment
- Highly developed interpersonal skills
- Ability to work effectively unsupervised and within a team environment.
- Demonstrated ability to solve problems in a timely and efficient manner.
- Experience in providing Helpdesk services in an educational environment (Desirable).
- Willingness and ability to contribute to ongoing improvement and expansion in your own knowledge and skill-set.
- Contribute as a member of a team for improvement of services to stakeholders
- First Aid Certificate
- Current Blue Card

Statement of Effective Support Services

The College believes that success of support staff will occur when they are committed to the provision of quality professional services for staff, students, and families, which adds value to the College's operations and programs.

This will be achieved through

- Providing quality client service
- Pastorally caring for students as appropriate
- Supporting teacher's work
- Working efficiently and harmoniously
- Participating in and supporting teamwork
- Being flexible and open to learn new ways
- Embracing the use of technology

Critical to our success will be an approach that:

- Embodies the values and standards of the College
- Adopts a personal approach to client service
- Demonstrates efficiency, accuracy and competency in your work
- Is proactive
- Seeks continuous improvement through opportunities for training and development