The Springfield Anglican College

Position Description: ICT Helpdesk Officer

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:	Based on either the Primary or Secondary Campus this position provides a service to the College as a whole
Status:	Full Time
Classification:	Level 4 - Support Staff Classification in accordance with the FSAC Ltd Enterprise Agreement
Reports to:	ICT Manager
Last Reviewed:	November 2023

2. Essential Qualifications

Academic Qualifications:	Certificate IV or Diploma in a relevant field is desirable
Working with Children Blue Card:	A Queensland Working with Children Blue Card is a mandatory requirement for this role
Experience:	Experience in a similar helpdesk or ICT role is desirable
Other:	Knowledge of technology systems including Windows OS, Mac OS, O365, OneNote, Printing, Audio Visual Projectors, Telephone, Wi-Fi

3. Position Purpose

The ICT Help Desk Officer is a member of The Springfield Anglican College Information and Communication Technology technical services team. The role of the ICT Helpdesk Officer 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.

4. College Expectations

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 students
- Maintainers of the confidentiality of the team
- Facilitators of positive and productive College relationships
- Focused on participating in developing a culture of excellence
- Strategic in their leadership and management

5. Domains of Professional Responsibility

The ICT Helpdesk Officer is responsible for meeting the following professional responsibilities. These professional responsibilities should be read within the context of the Statement of Effective Support Services, attached to this Position Description.

Student Protection - Commitment to the Protecting Children and Young People in Anglican Education Policy, Guidelines and Procedures and Child and Youth Risk Management Strategy
The College is committed to the safety and wellbeing of students enrolled at the school. In accordance with sections 171 and 172 of the Working with Children (Risk Management and Screening) Act 2000 (Qld), the College is committed to eliminating and minimising risks to child safety through the Child and Youth Risk Management Strategy. The ICT Helpdesk Officer will demonstrate a commitment to Child Protection, supporting the rights of children and young people and are committed to ensuring the safety, welfare, and wellbeing of students. The ICT Helpdesk Officer will model and encourage behaviour that upholds the dignity and protection of students from harm.

Commitment to the College Vision and Goals
The ICT Helpdesk Officer demonstrates a commitment to the College aims and philosophy in holistic education and supports the College's worship and value-based approaches. The ICT Helpdesk Officer will embrace change and support College development, with a particular focus on building positive and productive relationships with children and their families.

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 department the ICT 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 the College.

Specifically:

- Provide Service Desk Level 1 and Level 2 ICT support to students and staff.
- Install, maintain, and troubleshoot software programs for the College.
- Install, maintain, and repair ICT hardware within the College (printers, laptops, PC's etc).
- Maintain infrastructure needed for audio and visual services including theatre systems and data projectors.
- Maintain the infrastructure to support a diverse range of devices including Windows and Apple based devices, including SCCM and MDM software.
- Assist the ICT Manager and ICT Systems Engineer in maintaining the College's active directory to ensure all staff and student queries have been addressed (logons, passwords etc).
- Assist in the development of all guidelines and procedures within the ICT department.
- Ensure all documentation of maintenance registers, logging priorities, guidelines and procedures are up to date.
- Liaise with the ICT Manager on the latest Communications Technology.
- Report to the ICT Manager on any ICT issues that arise.
- Liaise with third party vendors to organise warranty/non-warranty repairs on ICT equipment.
- Provide advice, training and skills transfer activities that contribute to building a highly skilled and efficient ICT team.
- Take on a wider customer service role and promote this ethic to maintain a high degree of customer service for all support requests.
- Promote the effective and safe use of technology within the College.
- Complete administrative duties to ensure the day to day running of the Service Desk is effective and efficient.
- Train staff and students on the safe and correct operation of ICT equipment throughout the College and support them in the use of ICT to become an effective tool.
- Lead the Service Desk Team by example, assisting staff and students with technology for a customer focused approach.
- Troubleshoot desktop and notebook/tablet hardware, peripherals, and equipment as necessary.
- Assist with the setup of Audio Visual events as required.
- 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.
- Maintain knowledge, and participate in the evaluation and testing, of current, new, and evolving strategies and technologies in relation to College needs through appropriate peer networks and relevant training.
- Under the direction of the ICT Manager and in collaboration with other ICT staff, the ICT 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.

Duty of Care

The ICT Helpdesk Officer contributes 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 Workplace Health and Safety and Child Protection Acts and relevant College policies and practices.

Such other duties as may be required from time to time

All employees recognise and accept that multi-skilling is an essential component of employment with The Springfield Anglican College and that they may be required to undertake duties that are outside their normal position description but within their skills, competency, and capability.

6. Selection Criteria/Competencies

The ideal candidate will possess the following competencies, skills, qualifications, and experience:

- Support the Christian and Anglican ethos of the College.
- Possess a current Queensland Working with Children Paid Blue Card.
- Experience in providing helpdesk services in an educational environment is desirable.
- Knowledge and experience of the SchoolBox Learning Management System and the TASS School Management System, or the ability to rapidly acquire knowledge of these systems.
- Knowledge and experience with ticket-based IT Helpdesk system
- General knowledge of Windows, Apple and Android devices, plus BYOD portals and cloud computing environments.
- General knowledge of infrastructure such as Servers, Network Switches and Access Points.
- Knowledge of Windows Server 2008R2/2012R2/2016.
- Knowledge of Linux.
- Knowledge of Scripting and Automation technologies such as Powershell.
- Ability to communicate effectively both verbally and written with a range of client groups, including students, staff, and parents.
- Verbal and written communication skills including application of high order customer service principles and practices.
- Ability to demonstrate good time management in a high-pressure environment.
- Highly developed interpersonal skills.
- Ability to work effectively independently and within a team environment.
- Ability to communicate and promote the College with confidence.
- Demonstrated ability to solve problems in a timely and efficient manner.
- 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.
- Basic understanding of occupational health and safety, equal employment opportunity and anti-discriminatory practices and behaviour as applied in a work environment.

The Springfield Anglican College

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

STATEMENT OF COMMITMENT

The following **statement of commitment to the safety and wellbeing of children and the protection of children from harm**, seeks to provide a foundation to reflect, encourage and support a child safe culture. The Statement is required to be implemented by all persons within The Springfield Anglican College, The Tiny Tartan Kindergarten and ABCC and Early Years ABCC.

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- *Every child: made in the image and likeness of God.*

- *Every child: loveable and loved, unique and unrepeatable.*

- *Outstanding education for the flourishing of people and the good of community.*

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- *place emphasis on genuine engagement with children and young people;*

- *create conditions that reduce the likelihood of harm to children and young people;*

- *create conditions that increase the likelihood of identifying harm where it exists; and*

- *respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.*

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

Source: Working with Children in Anglican Education Policy v1.0 (2020)

Steven Morris
Principal