



## ICT Support Officer

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### Position Description

Brigidine College inspires girls to value learning, to be true to themselves and to honour their spiritual heritage. It challenges young women to act in the world with strength and gentleness.

Staff at Brigidine have professional and personal attributes that enable them to share their knowledge with others with a view to improve their practice. They successfully involve themselves in initiatives that make a positive contribution to the quality of teaching and learning and wellbeing in their school. The College engages support staff in a range of areas, all of whom support these objectives.

The College recognises the integral role played by the ICT Support Officer in the life of the school. In appointment to this position, the Principal delegates the responsibility for the effective support and administration in the relevant area.

The ICT Support Officer ensures that all College ICT devices and systems are maintained and working effectively, including provision of Level 1 end user support. The role supports the testing and implementing of new and changed technologies and ensures that access to College systems is managed effectively.

**Reports to:** Technology Services Manager

### MISSION

The ICT Support Officer will demonstrate commitment to the Catholic ethos and spiritual life of the College by

- Supporting the religious rites and practices of the Catholic faith
- Supporting the Brigidine tradition and heritage in the daily life of the College

### KEY RESPONSIBILITIES

- Provide professional, timely and helpful end user support, taking ownership of problems
- Provide helpdesk support
- Provide formal and impromptu training to teachers and other staff in the use of generic and school specific administration systems
- Produce self-help documentation for staff
- Support a wide range of ICT infrastructure such as printers, data projectors, security, patching, antivirus, Internet filter, multimedia assistance, laptops, desktops, iPhones and iPads
- Perform routine user profiles and access administration (add, edit, delete, password change)
- Develop computer images and re-image computer systems as required

- Ensure documentation is maintained including change and inventory records, team knowledge base and FAQ
- Update maintain and review virus protection and security
- Assist with backup of data and configurations
- Attend to trouble shooting of problems and issues
- Perform other ICT related tasks as determined by the ICT Manager or Senior ICT Officer including, but not limited to, technology rollouts and project implementation

#### **KEY CHALLENGES**

- Ability to work independently as well as part of a team
- Ability to prioritise tasks according to expectations and diversity of requests, reflecting good time management
- Good listener and communicator
- Effective liaison with a broad cross-section of people including teaching and non-teaching staff
- Respond proactively and ensure work is carried out with design quality in mind rather than just immediate issue resolution
- Experience in supporting latest Windows OS, Microsoft Office Suite, Office 365 administration and Adobe Creative Cloud Suite.
- Good understanding of basic networking and wireless technologies
- Enthusiastic and organised
- It is an expectation that the ICT Support Officer will undertake training and development

#### **EXPERIENCE & QUALIFICATION REQUIREMENTS**

- Suitable ICT qualifications including Microsoft Certifications and/or other Tertiary certifications (ITIL v3 certified)
- Proven work experience in ICT Support and support to end users
- 1:1 Laptop program
- Office 365 and SharePoint Online experience
- Sophos Security and Palo Alto

#### **RELATIONSHIPS**

- Technology Services Manager – reports regularly
- ICT Team
- Staff
- Students