



CATHOLIC REGIONAL COLLEGE CAROLINE SPRINGS

ICT Client Services Officer

Title	ICT Client Services Officer
Classification	Education Support Staff – Category A Full-time ongoing
Hours of Work	8:00am to 4:00pm, Monday to Friday
Report	Principal ICT Manager (ICT)
Conditions	Victorian Catholic Education Multi Enterprise Agreement 2022
Membership	ICT Services Team

Purpose of the Position

The ICT Client Services Officer reports to the Principal and ICT Manager; they provide technical support and assistance in the day-to-day operation of the College's ICT Infrastructure; and supports and assists staff, teachers and students in the use of ICT.

As part of a team, the ICT Client Services Officer works collaboratively with, and under the direction of, the ICT Manager to provide first level technical support to staff and students in matters related to the operation and maintenance of the College's computer hardware, software and peripheral devices. The ICT Client Services Officer identifies needs, recommends solutions; and repairs and maintains equipment related to the ICT Infrastructure of the College.

The ICT Client Services Officer will work in cooperation with the ICT Manager to identify needs, recommend solutions, develop systems and processes, implement policy and projects, and support cost-effective technology solutions for the ICT services provided by the College.

The position works within the spirit of the Catholic Regional College Caroline Springs, Mission Statement, Vision, and Values statements.

Key Roles and Tasks

- Effective and efficient management of the ICT help desk system which supports staff and students in person, email, phone and remotely.
- Carry out general hardware repairs, software installations, re-imaging, and preventative network maintenance.
- Diagnose hardware and software faults with desktop and notebook computers.
- Set up and maintain user internet, email, phone and network accounts.
- Assist with networking hardware installation and setup.
- Respond to support requests including tracking, monitoring, following up, prioritising and escalating incidents as directed by the ICT Manager
- Support teachers in the use of ICT in the classroom including the use of projectors, audio, and other devices.



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- Setup and support users of non-computer related equipment and hardware such as telephone systems, video conferencing and audio-visual
- Configure desktop and laptop computers for staff and students.
- Maintain printers and multi-function devices including print queue management, cartridge replacements, paper jams, vendor maintenance etc.
- Carry out routine maintenance tasks, following suppliers' recommended procedures.
- Maintain high quality documentation of procedures and help desk requests and accuracy of work.
- Assist in the monitoring of core systems.
- Recognise and report repeated failures to the ICT Manager
- Develop and maintain knowledge of the software and hardware used at the College.
- Maintain the security camera network and assist teachers in its use.
- Support and maintain the College phone system including user updates, extensions, voice mail and handset installation and cabling as required.
- Perform new application software installations and upgrades.
- Install, move and relocate equipment as directed.
- Escalate issues where appropriate to the staff member.
- Assist users connecting devices to the College wireless and wired network.
- Undertake projects and tasks as designated by the ICT Manager
- To work in cooperation with the ICT Manager in implementing the strategic direction for ICT at the College.
- Assist and mentor staff to improve their ICT skills.
- To meet agreed Key Performance Objectives and Indicators, and regularly report the extent to which they have been met.
- Set up, maintain and remove users in Active Directory, as directed.
- Provide informed advice to the ICT Manager on the acquisition of student and staff and educational digital devices.
- Ensure device contract details are up to date and provide advice to the ICT Manager of term dates.
- Encourage and support a team culture of high expectations and continuous improvement.
- Assist the ICT Manager with other tasks as required; and
- Any other duties as directed from time to time by the Principal.

Child Safety

The successful applicant will demonstrate a commitment to child safety through:

- A clear understanding of Ministerial Order 870 on Child Safety as it relates to the College's Code of Conduct, policies, procedures and practice.
- Being familiar, and complying with, the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.
- Providing students with a child-safe environment.



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- Upholding a zero-tolerance attitude towards child abuse.
- Ensuring cultural safety for Aboriginal children and children from culturally and/or linguistically diverse backgrounds.
- Providing safe and accessible environment for children with a disability.
- Implementing strategies that promote a healthy and positive learning environment.

Key Selection Criteria

Desired Experience and Qualifications

- Tertiary qualification in information systems or related discipline.
- Microsoft Certification - Microsoft Technology Associate (IT Infrastructure) or MCSA (Windows Server).
- ITIL Foundation Certificate or knowledge of ITIL Methodologies.
- Jamf 200 or higher Certification.
- Sound knowledge of common operating systems, software, applications and networking principles & products.
- Working With Children Check for Victoria and National Police Record Check required.

Personal Requirements/Competencies

- Experience in a school environment.
- Professional attitude and dedication to ensure that all work is carried out to the highest standards.
- Good interpersonal skills, personal presentation and demonstrated capacity to work as a member of a small team.
- Ability to handle constant changing workload demands remain productive during slow times.
- The ability to analyse, develop and implement solutions for issues raised by users.
- Excellent interpersonal skills and personal presentation.
- Capacity to accept a responsibility and accountability.
- Be enthusiastic and self-motivated with excellent verbal and written communication skills.
- Commitment to ongoing personal professional development.
- Commitment to Catholic education.

Final Statement

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other tasks, not specifically stated, and the College may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the College.