POSITION TITLE: ICT Technician

AREA/DEPARTMENT: Walsh Learning Centre Team

FULL TIME/PART TIME: Full time

DAYS WORKED: Monday to Friday

HOURS PER WEEK: 37.5
7.5 hours per day – times to be discussed
10 minute morning tea
30 minute lunch break (unpaid)

WEEKS WORKED PER YEAR: 48 weeks
(4 weeks annual leave at the convenience of the College)

WEEKS ON STAND DOWN: Nil

AWARD: Roman Catholic Archbishop of Perth Non-Teaching Enterprise Bargaining Agreement 2014 - Administration & Technical Officers Award

RESPONSIBLE TO: Director of Learning Technologies

KEY RELATIONSHIPS WITH: Principal, Vice Principal, College Executive Team, Administration Team and Teaching Staff

RESPONSIBILITIES

This is a creative role that manages the operation of the ICT Help Desk and takes an active involvement in the maintenance of the technical infrastructure at Kolbe Catholic College. This staff member is familiar with Apple’s iOS and OS X platforms, and is comfortable operating in a Windows environment.

Willing to embrace challenges and provide creative solutions, this position is granted the opportunity to innovate and lead in the education sector. With strong interpersonal skills, it is important that this individual has the confidence to provide training and share their flair with regard to the operation of modern devices and applications.
1. **BUILDING THE COLLEGE’S PROFILE IN THE COMMUNITY**

1.1 Promote and maintain the College image in accordance with the Mission Statement and Strategic Plan.

1.2 As the first point of contact for parents, the ICT Technician will present a positive public profile at all times.

1.3 In the course of their duties, any issues concerning or about parents or staff will be forwarded to the Director of Learning Technologies.

2. **HELP DESK SUPPORT & MANAGEMENT**

2.1 Assist staff, students and parents with ICT issues and resource enquiries.

2.2 Maintain ticket enquiry system.

2.3 Manage student assistance and ‘Level 1 Helpdesk’ assistance when available.

2.4 Call out assistance for classroom teachers.

2.5 Escalate issues to the relevant WLC staff member.

3. **DEVELOPMENT OF CREATIVE PROJECTS ASSISTING THE TEACHER AND STUDENT COMMUNITY.**

3.1 Assisting with general PD of staff, students and the community.

3.2 Content creation as required by staff.

3.3 Collaborating with teaching staff to assist with student focused activities.

3.4 Solutions to technical challenges faced by teaching staff.

4. **MAINTAIN COLLEGE HARDWARE**

4.1 Manage the booking system for College resources including laptops, audio –visual equipment and digital cameras

4.2 Maintain the ICT Asset Register including all ICT equipment movements, repairs and warranty details.

4.3 Manage printer and photocopying supplies and replace/order when required and reporting of malfunctions.

4.4 Set-up and relocation of hardware as required.

5. **Other duties as requested by the Principal.**
ESSENTIAL CRITERIA

1. Outstanding literacy skills
2. Strong communication skills.
3. Understanding of the ethos of Catholic education.
4. Uncompromising confidentiality.
5. Work collaboratively.

DESIRABLE CRITERIA

1. Practicing member of the Catholic Church.
2. Comfortable operating in a Windows Server environment.
3. Familiarity with SQL language.

ADDITIONAL CONSIDERATION FOR ALL ADMINISTRATIVE STAFF

All support staff have similar responsibilities as identified below:

1. Perform conscientiously and confidently the duties that are assigned by the Principal.
2. Maintain positive working relationships with other staff.
3. Provide a Christian leadership role by their own example for the benefit of all members of the College community.
4. In the case of a Catholic staff member, to participate actively in the life of the Church. (All members of staff are strongly encouraged to grow in their faith in God and to give authentic expression to their faith in their personal and professional lives).
5. Attend College Masses and assemblies, Inter-House Carnivals and other such College functions as the Principal may require.
6. Attend the Annual Staff Retreat held over two days
7. Be actively involved in the House system of the College, including active participation in House Activities, Friday morning PC Prayer
8. Help develop the spirit of friendliness within the College.