



Trinity Grammar School

MIND

BODY

SPIRIT

NON-ACADEMIC POSITION ICT SUPPORT SPECIALIST TO COMMENCE AS SOON AS POSSIBLE

General Information

Trinity Grammar School is the largest Anglican Boys' day and boarding School in NSW with an enviable reputation and tradition for serving the educational needs of boys and young men over a number of generations. The School has campuses located in Strathfield (Preparatory School), Summer Hill (Senior, Middle and Junior School) and Field Studies Centre at Woollamia. Since its founding in 1913, Trinity has forged a reputation for outstanding academic results, a caring pastoral programme and an emphasis on both traditional and community sports. Trinity has an enrolment of some 2000 boys.

The Senior School is a member of the Combined Associated Schools of New South Wales and joins in the CAS Sports competition, while the Preparatory School and Junior School are members of the Independent Primary Schools Heads of Australia and participates in the IPSHA Sports and Cultural activities.

All members of staff are appointed by the Head Master and they are responsible to him for the overall performance of their duties. The Head Master delegates his authority to senior staff members for the effective management of the School.

Mission Statement

The mission of Trinity Grammar School is to provide a thoroughly Christian education for its boys, imparting knowledge and understanding of the world we live in, and recognising the importance of spiritual qualities in every sphere of learning and living. The School actively encourages its students to grow in wisdom and stature and in favour with God and man.

Role Description

Title: ICT Support Specialist

Department: ICT Team

Location: Trinity Grammar School - Sydney

Reporting to: Director of ICT

Supervised by: Service Delivery Manager

Supervises: Nil

Description: This is primarily a technical support, technical escalation and training role aimed at assisting teachers and students to make the best possible use of computer based technologies for learning.

Liaison with: Internal: Teaching and non-teaching staff, Students
External: Third Party Providers, professional organisations, parents

FTE: 1.0

Specific Responsibilities

The ICT Support Specialist will be a member of the ICT Services team that is responsible for the day to day ICT needs of the School. The role will provide general ICT support for staff and students as well as being an internal escalation point for the Level 1 team members whilst supporting teachers with the effective use of technology in the classroom. As such the person will require a high level of computer hardware and software knowledge, be an expert problem solver with excellent communication and customer service skills and a clear understanding of how technology can be used to enhance the classroom experience.

Experience in an educational context with primary and/or secondary experience is preferred, though not essential. The role will have a PK-12 focus and knowledge of the IB and PYP would be advantageous.

The successful applicant will be an exceptional communicator with high-level interpersonal skills. An ability to work autonomously and a demonstrable capacity to engage with a wide range of stakeholders will be highly regarded.

The position calls for a caring and approachable person who is able to encourage, develop and nurture the growth of ICT teaching skills among teaching staff. He or she must exercise his or her duties and all aspects of their role from within a Christian framework, promoting positive Christian values.

ICT Service Delivery

Deliver ICT Services in line with the ICT Service Delivery Standards in place including:

- > Provide a technical support escalation point for the Level 1 Support Team members.
- > Provide student support for 1:1 laptops and iPads following agreed procedures.
- > Provide technical support to all staff at Trinity Grammar School.
- > Play a proactive role in the delivery of the school's ICT Strategy.
- > Ensure all Service Desk jobs are prioritised and actioned in a timely manner consistent with the School's Helpdesk Service Delivery Standards.
- > Assist in the management and use of hardware including laptops, tablets, digital cameras and video cameras, data projectors, and phone systems.
- > Assisting in configuration, deployment and maintenance of a Standard Operating Environment (SOE).
- > Organise warranty and non-warranty repairs as required.
- > Develop and maintain documentation and electronic resources to promote the use of ICT.
- > Ensure that tasks are escalated or assigned to a third party service providers as appropriate.
- > Follow service management procedures including communication, change management, outage notifications, and others as per the School's Helpdesk Service Delivery Standards.
- > Maintain accurate asset records of any equipment owned or purchased by the School.

Classroom Focus

- > Assist teachers in the development of online learning resources.
- > Expertise/interest in supporting teachers to engage students in dynamic and creative ICT rich research based projects.
- > Assist with the coordination of sessions and design training content and schedules related to laptop deployment for students and staff.
- > Assist, support and help to coordinate digital citizenship programs.
- > Be informed regarding current developments in ICT and communicate these to teaching staff.
- > Collaborate with ICT staff to facilitate the delivery of special projects which often involves developing pilot tests and proof-of-concept scenarios with staff and students.
- > Contribute to staff ICT professional development (before or after school tech-club meetings, staff conference days, staff meetings, faculty or stage meetings).
- > Identify and raise with the Service Delivery Manager, key areas for training staff and students.
- > Investigate new software and hardware solutions to facilitate student learning and staff development.
- > Keep abreast of trends and developments in the field of technology in education, and its application to enhance the organisation's goals.
- > Provision of one-on-one training for teaching staff as required in or out of class.
- > Undertake formal and informal training to improve skill set in hardware/software used by the School.

Qualifications and Skills Required

The suitable candidate may be selected coming from a background of either:

- > ICT professional with a customer service focus and a determination for the innovative use of technology for learning. They will be able to demonstrate successfully supporting a user base in the creative and innovative use of technology to fulfil business outcomes.
- > Education professional with demonstrated proficiency in supporting a complex ICT environment.

The person will have the completed two years' tertiary education in Computer Sciences, Information Technology or hold relevant industry certifications. The person will have no less than two years of experience in general computer installation, maintenance, troubleshooting and project implementations.

Qualifications

Essential: Tertiary qualifications in Information Technology or equivalent.

Desirable: MCSA, CCNA
HDI-SCA: HDI Support Center Analyst
OS X Support Essentials

Experience/Skills

Essential: At least 3 years hands-on commercial experience in the ICT industry in a support based role.
Experience in providing internal technical escalation function.
Experience supporting Windows-based operating systems.
Experience with Apple OSX based operating systems.
Experience with ticket driven helpdesk systems.

Desirable: Experience in an Educational environment.
Experience and/or training in an ICT Service Delivery Framework eg. ITIL v3.0
Some exposure to database and web based application administration.
Experience with Wireless network infrastructure.
A strong understanding of technology trends.

Personal Attributes

Essential: A broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking.
A 'can do' attitude and be a 'hands-on' proactive team player.
Ability to perform all tasks with attention to detail.
Ability to prioritise work schedules by being self-directed and motivated.
Aptitude to learn new software packages, applications and services.
Exemplary interpersonal skills.
Excellent written and verbal communication skills in English.
Highly developed customer service mentality.
Proficient in the use of Google Apps Microsoft Office365, and other educational cloud based applications and services.

Desirable: Good working knowledge of multimedia software
Keen understanding and active use of online and social media tools and applications.

ICT Department Mission Statement

To assist the School in achieving its mission, through providing high quality technological infrastructure and supporting its application to education and administration. In supporting the School, the Department will assist all clients, including staff and students. A principal focus of the Department is supporting administration and curriculum delivery.

Other Relevant Information

This role involves occasional after hours and evening duties (both remotely and onsite) for events such as parent evenings, staff professional development, systems upgrades and maintenance.

This is a non-teaching, professional ICT role that requires attendance during school holidays (except for approved annual leave).

- > **All applications must be made on our standard application form** (please see instructions below).
- > Applications not made on our standard form will not be considered.
- > Applications will close when a suitable applicant is found.
- > No agencies please.

Click here to download an
application form

APPLICATION FORM



1.

SAVING AND COMPLETING THE APPLICATION FORM

- Download this application form and save it to your computer using the following naming convention: position_your name.pdf
- Close the website
- Navigate to where you saved the form and open it
- Complete the form onscreen
- Save the completed form

2.

LODGING THE APPLICATION

- Lodge your application by email only to the Head Master's Secretary:

Mrs Deborah Xuereb
dx@trinity.nsw.edu.au

Attach the following items to your email:

- Completed Application Form
- A recent photograph of yourself
- Your Resumé
- A copy of your academic transcripts
- Any further information you would like considered