



POTENTIAL

PASSIONS

PURPOSE

NON-ACADEMIC POSITION ICT SUPPORT OFFICER

- Excellent rewards and work-life balance
- Opportunity to be involved in work that is both challenging and rewarding
- A role that delivers ongoing challenges in a dynamic, multi-platform environment

To support this complex environment, you will join a team of over 15 passionate technical and eLearning staff to deliver these solutions in a timely and effective manner. The role will require you to be a proactive and customer service focused Support Officer and be an active contributor to the ICT Services team.

Trinity recognises the imperative to attract high calibre staff and offers generous salary packages, opportunities for career development in a complex and stimulating environment.

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 several 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 enrollment of more than 2100 boys.

The School is a member of the Combined Associated Schools of New South Wales and joins in the CAS Sports competition, while at the Primary level the School is a member of the Junior Schools Heads' Association of Australia and participates in the JSHAA 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.

The Role

Title:	ICT Support Officer
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 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

1. Specific Responsibilities:

- The ICT Support Officer 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. The ideal person will have a high level of computer hardware and software knowledge, be an expert problem solver with excellent communication and customer service skills.
- The successful applicant will be an exceptional communicator with high-level interpersonal skills. The ability to work autonomously and a demonstrable capacity to engage with a wide range of stakeholders will be highly regarded.
- Experience in an educational context with primary and/or secondary experience is an advantage, though not essential.
- He or she must exercise his or her duties and all aspects of their role from within a Christian framework, promoting positive Christian values.

2. ICT Service Delivery:

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

- Provide technical support to all staff at Trinity Grammar School.
- Provide student support for 1:1 laptops and iPads following agreed procedures.
- Ensure 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.
- Installation and relocation of systems, both individual or large-scale rollouts.
- Active Directory, computer and users admin and account creation.
- Office 365 and Outlook, account creation and management.

3. Classroom Focus

- Collaborate with other staff to facilitate the delivery of special projects which often involves developing pilot tests and proof-of-concept scenarios with staff and students.
- Investigate new software and hardware solutions to facilitate student learning and staff development as directed
- 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 skills 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.

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	Experience/Skills	Personal Attributes
<p>Essential:</p> <p>Tertiary qualifications in Information Technology or equivalent.</p>	<p>Essential:</p> <p>At least three years hands-on commercial experience in the ICT industry in support based role.</p> <p>Experience in providing internal technical escalation function.</p> <p>Experience supporting Windows-based operating systems.</p> <p>Experience with ticket driven helpdesk systems.</p>	<p>Essential:</p> <p>A broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking.</p> <p>A 'can do' attitude and be a 'hands-on' proactive team player.</p> <p>Ability to perform all tasks with attention to detail.</p> <p>Ability to prioritise work schedules by being self-directed and motivated.</p> <p>Aptitude to learn new software packages, applications and services.</p> <p>Exemplary interpersonal skills.</p> <p>Excellent written and verbal communication skills in English.</p> <p>Highly developed customer service mentality.</p> <p>Proficient in the use of Google Apps Microsoft Office365, and other educational cloud based applications and services.</p>

<p>Desirable:</p> <p>MCSA, CCNA</p> <p>HDI-SCA: HDI Support Center Analyst</p> <p>OS X Support Essentials</p>	<p>Desirable:</p> <p>Experience in an Educational environment.</p> <p>Experience and/or training in an ICT Service Delivery Framework, eg. ITIL v3.0</p> <p>Experience with Apple OSX based operating systems.</p> <p>Experience with Wireless network infrastructure.</p> <p>A strong appreciation of evolving trends in technology.</p>	<p>Desirable:</p> <p>Good working knowledge of multimedia software</p> <p>Keen understanding and active use of online and social media tools and applications.</p>
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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 click on the button below).
- > Applications not made on our standard form will not be considered.
- > Applications will close when a suitable applicant is found.
- > No agencies please.

APPLICATION FORM