

POSITION DESCRIPTION

Communities of hope, joy and wonder where all are welcome.

School Support Officer

Position Number	002688
Classification	Grade 5 under the Catholic Education Office, Archdiocese of Canberra and Goulburn, Enterprise Agreement 2020
Reports To	School Support Lead, School & Family Services
Location	Catholic Education Office, Manuka ACT

Organisation Overview

The Catholic Education, Archdiocese of Canberra and Goulburn (CECG) plays a crucial role in education in both the Australian Capital Territory (ACT) and New South Wales (NSW). It covers 88,000 square kilometres, encompassing the entire ACT and extending from Pambula on the south coast to Crookwell in the north and to the western point of Lake Cargelligo. CECG operates 56 schools and nine early learning centres and is responsible for educating over 22,000 students. It also employs over 4,000 professionals who are the driving force behind our education system.

Position Overview	<p>The purpose of this role is to support and optimise the usage of the CEO's School Information System (SIS) by providing expert knowledge to:</p> <ul style="list-style-type: none"> School administration and teaching staff across Archdiocesan schools through the delivery of structured training programs, school visits and help desk support. CEO Service Areas to support business requirements (from both a policy and practical perspective) and through help desk support and training.
Position Duties	<ul style="list-style-type: none"> Contribute to the realisation of the corporate vision. Maintain operational stability of the CEO's School Information System (SIS) through: <ul style="list-style-type: none"> Prompt action of incidents and requests. Appropriate escalation, as required. Provision of support to schools and CEO Service Areas, including Direct support and assistance with SIS products. In-person and online communication and collaboration. Liaise with schools and CEO Service Areas(s) to ensure the timely and accurate delivery of school and student data to meet existing business compliance requirements. Present in-person and on webinar training sessions. Plan and prepare communications from CEO Service Areas for known recurring activities, including provision of end-user documentation. Manage Service Desk incident and request tickets relating to the SIS products. Manage service desk and Compass Support training material integration into system.

	<ul style="list-style-type: none"> • Contribute towards performance and issue resolution analysis, and consulting with Compass Support team lead on implementing efficiency and effectiveness improvements within Compass Support team. • Resolution of all tickets, coordinating with other parties (internal and external), as required. • Contribute to meeting the standards specified within relevant Service Level Agreements and against set quality and efficiency targets. • Create, publish and maintain end-user support and training material through user guides, reports and other material, as identified. • Support and contribute to engagements related to the SIS products through Schools, Service Areas, and governance/working groups, CEnet and third-party vendors. • Engage as a member of the Compass Support team to provide technical and professional expertise. • Analyse, document, and coordinate processes to resolve identified issues between new and existing systems and processes. • Maintain data integrations and other collections of data for internal and external stakeholders.
Selection Criteria	<ol style="list-style-type: none"> 1. Demonstrated skills in the use of SIS products and other corporate products, including the Microsoft Office suite. 2. Technical experience and skills in implementation and integration of SIS platforms, with ability to resolve complex technical issues. 3. Proven experience providing Service Desk support and advising people with varying skills on issues with SIS (and related) products. 4. Proven experience in the development and provision of training to groups or one to one in SIS products and/or other computer-based systems. 5. Well-developed interpersonal skills, good written and oral communication skills, and the ability to work as part of a team. 6. Demonstrated ability to promote a strong client service focus.
Qualifications	<ul style="list-style-type: none"> • University degree in Information Technology and/or Education, or equivalent work experience is desirable. • Working with Vulnerable People (WWVP) and Working with Children's Check (WWCC) registrations. • Driver's License.

Registration and Accreditation

Employment with CECG is conditional upon employees having or obtaining a valid and current working with children registration and accreditation for teaching.

Registrations and accreditations for teaching and working with children are administered under state and territory law. Employees required to perform work or access information in both the ACT and NSW are required to have valid registrations for both regions. The registrations are as follows:

ACT

- Working with Vulnerable People Check (WwVP)
- Teaching Quality Institute (TQI)

NSW

- Working with Children Check (WwCC)
- NSW Education Standards Authority (NESA)

CECG employees are required to meet the expectations for accreditation in accordance with the Accreditation to Work Teach and Lead Policy in Catholic Education Policy.

Personal information collected in the course of employment will only be used for the purpose it is given in accordance with privacy law and the CECG Privacy Policy – [Click here](#).