

# POSITION DESCRIPTION

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

## Senior Technical Support Officer

Position Number	002406
Classification	Grade 4 under the Catholic Education Office, Archdiocese of Canberra and Goulburn, Enterprise Agreement 2020
Reports To	Technical Support Lead
Location	Catholic Education Officer, 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	The Senior Technical Support Officer will ensure the provision of high quality and timely technical support to staff and students across CECG. This role is a key part of daily service delivery operations providing a senior level of technical ability across the service delivery team.
Position Duties	<ul style="list-style-type: none"> <li>• Perform Lead Duty Technical Support Officer duties including monitoring the performance of the core network infrastructure, investigating, logging and escalating faults with the relevant officer or service providers and providing support to mentor and coach other Duty Technical Support Officers. Escalate issues to Technical Support Leads and the Service Delivery Manager as required.</li> <li>• Assist in the creation of technical and user documentation (Standard Operating Procedures – SOPs) using adopted templates, standards, and knowledge base tools.</li> <li>• Capture, review, respond and resolve requests using the service desk toolset within the prescribed service level agreement. Correctly categorised requests and create problem records if required. Follow-up customers or escalate as required.</li> <li>• Perform Local Technical Support Officer duties including maintaining quality relationships with School or Office stakeholders, understand local school or office context and manage and service infrastructure as directed by the infrastructure team, Technical Support Lead or Service Delivery Manager.</li> <li>• Perform Duty Technical Support Officer duties including participating in the Service Delivery Roster to provide Level 1 support to all system users via phone, ITSM tool and other methods as defined in the Service Delivery operating model.</li> </ul>

	<ul style="list-style-type: none"> <li>Using the ITSM tool and ITIL concepts actively manage Incident, Problem, Change and Release records to ensure workload is captured for analytical purposes.</li> <li>Take ownership of workload ensuring that tasks, incidents, problems, changes, releases, and projects are completed within the prescribed timeframe.</li> <li>Perform Subject Matter Expert duties as delegated by the Service Delivery Manager for specific systems including the maintenance and performance monitoring of systems, design and propose improvements and contribute to the provision of and maintenance of technical and user documentation.</li> </ul>
Essential Criteria	<ol style="list-style-type: none"> <li>Highly developed technical skills with the ability to take ownership of complex technical issues and work across teams to achieve resolution.</li> <li>Excellent customer service skills with the ability to effectively communicate and work with a diverse customer base.</li> <li>Ability to work independently and as part of a team.</li> <li>Excellent communication skills (oral and written) with an ability to translate and communicate technical information to non-technical users.</li> <li>Ability to think critically and contribute to resolving technical issues, and experience with root cause analysis.</li> <li>Experience with but not limited to; SCCM, MS Intune, MS Exchange, MS Teams, JAMF, Apple School Manager, Active Directory, Entra AD, OKTA and Google Workspace. Windows Server 2016 and newer.</li> <li>Demonstrated ability to contribute to small to medium projects using project management methodologies and frameworks.</li> </ol>
Qualifications	<ul style="list-style-type: none"> <li>Tertiary qualifications obtained in IT or relevant field.</li> <li>Experience with Level 1 and Level 2 ICT support.</li> <li>Working with Vulnerable People (WWVP) and Working with Children's Check (WWCC) registrations.</li> <li>Driver's License.</li> </ul>

## 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	NSW
<ul style="list-style-type: none"> <li>Working with Vulnerable People Check (WwVP)</li> <li>Teaching Quality Institute (TQI)</li> </ul>	<ul style="list-style-type: none"> <li>Working with Children Check (WwCC)</li> <li>NSW Education Standards Authority (NESA)</li> </ul>

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](#).