POSITION TITLE: IT Technical Support Officer

SECTION: Information Technology

REPORTS TO: Operations & Services Specialist

CLASSIFICATION: CES Office Salary Scale - Level 4

AUTHORISATION: Executive Director

CATHOLIC EDUCATION SERVICES – DIOCESE OF CAIRNS

Catholic Education Services in the Diocese of Cairns is a dynamic and growing organisation that is actively inviting schools to co-create with us, schools that are places of rich learning for now and into the 22nd Century.

Our vision is to *offer every student in every school a world class education enriched by their lived encounter with the Catholic Faith.*

Catholic Education Services is committed to this vision through Co-Leadership with schools to build communities of learning that provide a safe, nurturing and academically challenging environment. Our schools are places where we create opportunities for every student and every staff member so that they are inspired to contribute to our society, innovate, explore possibilities, and achieve excellence.

Catholic Education Services in the Diocese of Cairns embraces thirty (30) schools including twenty (20) primary schools, two (2) Prep to Year 12 colleges and eight (8) secondary colleges. One of these colleges is a Special Assistance College with campuses in Cairns, Cooktown, and Edmonton. This community also includes Catholic Education Services located in Cairns itself. Over the next five years there are two new schools planned.

All schools and colleges, except three, are within a two-hour drive of Cairns. Cooktown, Waibeni Island (Thursday Island) and Weipa are accessed by daily flights and located in some of the most beautiful parts of the country. In total, there are 11 500 students and 1500 staff.

Leadership and strategic management of Catholic Education Services is the responsibility of the Executive Director of Catholic Education. Through a team of professionals, and in Co-Leadership with principals, the Executive Director manages and facilitates a number of significant delegations which include:

- Support of the mission of the Church as delivered through Catholic Education
- Support of schools by providing services that strengthen school capacity
- Provision of leadership and forward planning to develop organisational capability
- Distribution to schools of government allocated funds and their accountability
- Monitoring quality of schools and compliance/accountability with requirements of governments, Church, and parents
- Within limits, provision of some centralised, specialised student services, where this is the most effective and efficient approach

Our staff are supported to experience success and satisfaction in their vital role.

Cairns also offers many lifestyle opportunities that can be found in few other places and is surrounded by World Heritage listed areas including the Great Barrier Reef and the Daintree Rainforest, all within an hour's journey from the growing City of Cairns. It is the gateway to our Asian neighbours with direct flights to China, Japan and Singapore as well as having direct flights to all the east coast capital cities, Darwin, and Queensland's Sunshine and Gold Coasts.

PURPOSE OF THE ROLE

The purpose of the IT Technical Support Officer is to work, under general supervision, as part of a team to provide technical support to Primary and Secondary Schools across the Cairns Cluster of the Diocese of Cairns and the Cairns Education Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The IT Technical Support Officer may perform any combination of the essential functions listed below. Duties may vary from site to site. These primary duties and responsibilities are not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the principal job elements.

Responsibilities may include, but are not limited to:
- Effectively utilise a Service Desk system for attending to support requests
- Provision of technical support for computer and other IT equipment used in schools
- Work as a member of a team in providing support to multiple schools
- Report to the Operations and Services Specialist and School Principal / Leadership Team on current and proposed IT activities
- Maintain quality services with a strong focus on customer service
- Organise and prioritise activities to ensure services are provided in the timeframes expected

Typical duties performed may include, but are not limited to:
- Installation and support of IT hardware based in the schools and other supported offices, including:
  - Microsoft, Apple and Google computing hardware
  - Network/standalone printers and multifunction devices
  - Server and networking hardware
  - Digital display technologies
  - Associated technology peripherals
- Installation and support of IT software (administration and educational based) used in schools and other supported offices
- Maintenance to the school network including installation, monitoring and fault resolution of network devices
- Limited server administration including management of storage, administration of users and user access
- Provide advice as and when needed to schools on technology needs (purchasing, software systems etc.)
- Assist schools with the development and ongoing review of school technology plans
- Maintain site documentation including, equipment and software registers, user procedures and other relevant information
- Involvement and coordination with various IT projects
- Maintain appropriate behaviours when engaging with children

GENUINE OCCUPATIONAL REQUIREMENTS

- Facilitate the prevention of child harm by recognising and responding appropriately
- Accountable and responsible for ensuring professional behaviour
- Ability to cope with own emotions and behaviour effectively
- Ability to comply with legislation and professional regulations to reduce the risk of harm to self and others
- Ability to maintain an appropriate level of confidentiality
- Ability to communicate in English both verbally and in writing to meet necessary standards with respect to clarity, accuracy and professionalism appropriate to the position
- Ability to locate appropriate and relevant information from multiple sources and convey, integrate and implement knowledge in practice
- Ability to prioritise workloads and manage multiple tasks with competing timelines

- Ability to accept responsibility for own work
- Competent use of digital technologies necessary to demonstrate the required range of skills and tasks

Physical requirements of the position:
- Work is normally performed in a typical interior office and/or classroom environment
- Maneuvering within the office/school environment appropriate to the position
- Frequent driving of a motor vehicle
- Frequent use of telecommunication and electronic equipment

MANDATORY QUALIFICATIONS AND REQUIREMENTS

- Tertiary qualifications or equivalent qualifications relevant to the position may be required, or such knowledge, qualifications and experience that are deemed by the employer as necessary to successfully carry out the duties of the position
- Certification or a sound understanding of the ITIL service management framework
- Current Drivers Licence
- Unless an exemption applies all staff are required to hold a current Working with Children Blue Card or be eligible to apply
- A strong demonstrated commitment of the objectives, vision and ethos of Catholic Education
- Promote child safety at all times

RELATED DOCUMENTS

- Statement of Principles for Employment in Catholic Education
- Code of Conduct for Employees of Catholic Education
- Catholic Employing Authorities Single Enterprise Collective Agreement Diocesan Schools of Queensland

ADDITIONAL INFORMATION

The incumbent will need:

- The appointee to this position will be required to complete a period of 6 months' probation, in accordance with The Fair Work Act 2009.
- An in-depth understanding of and commitment to the mission and objectives of Catholic Education in the Diocese of Cairns
- A sound working knowledge of the Catholic Education context and an appreciation for Catholic Education issues

EMPLOYEE ACCEPTANCE

The employee's signature signifies an understanding and acceptance that the content contained herein and forms an integral part of their employment terms and conditions.

I have read and acknowledge receipt of this Position Description:

Employee Name: _____

Signature: _____   **Date:** _____