Position Description

Position: Information & Communications Technology Technician - Desktop Support/Helpdesk

Reports to: Business Manager

Mission
Nagle College is a dynamic and effective learning community that promotes creative teaching and learning through a challenging and relevant curriculum permeated by Catholic values and the pursuit of academic excellence.

Persons employed at Nagle College are expected to fully support the aims and objectives of a Catholic School and ensure that all aspects of their responsibility are in accordance with the mission of the College as part of the Catholic Church.

Job Scope
The role of the ICT Technician at Nagle College is an operational position specific to ICT Desktop Support and the internal Helpdesk systems and practices.

This position is part of a team of 3 professionals, providing ICT services to staff and students of the College (1200 users and 1000+ devices).

1. User Support/Help Desk:
The Information & Communications Technology Technician will perform duties as directed, including:

- Provide help desk support to staff and students for all tasks allocated by the ICT Team Leader in a timely manner.
- Ensure all requests received directly are promptly logged in the College’s help desk system.
- Installing and maintaining school-owned ICT equipment as directed by the ICT Team Leader.
- Diagnosing and resolving hardware and software problems experienced by clients with PC’s & peripherals, and network infrastructure.
- Assisting in the implementation of changes to the computer network and associated infrastructure based on approved plans.
- Support network administrator in the deployment of correct images for the various types of computer hardware distributed throughout the school.
- Assisting with set-up and operation of data projectors and other A/V equipment for College use as required.
• Assist with the training of staff in the use of ICT, College data systems and software.
• Support students in the use of ICT, College data systems and software.

2. Other responsibilities/requirements:

Other responsibilities/requirements of the ICT Technician include:

• Promote a positive OH&S culture in the workplace.
• Maintain strict confidentiality with all school business and personnel matters.
• Attend staff and other meetings as required to maintain an awareness of ICT issues, and to participate in discussions as required.
• Provide technical support for ICT setup/issues to College events as required, both in and out of school hours, on and off campus.
• Attend as required, school functions and events, as appropriate or as directed.
• Carry out all other duties as directed from time to time by the ICT Team Leader, Business Manager or Principal.

Organisational Relationships:

The ICT Technician role is part of a team of 3 professionals, providing ICT services to staff and students of a secondary college (1200 users and 1000+ devices).

Reports to: ICT Team Leader (Daily) & Business Manager (Leadership).

Supervises: Nil.

Internal liaisons: ICT team, students and staff.

External liaisons: Catholic Education Office, other Catholic schools within and outside the Diocese, suppliers and service providers.

Technical Skills:

• Working knowledge of computer components and their physical network layouts and cabling.
• Good understanding of laptop/desktop computer components and how to install/replace components.
• Ability to identify/troubleshoot laptop/desktop computer hardware and software issues.
• Ability to use a formal help desk system.
• Good working knowledge and experience with Windows 7/10, Mac OSX 10.x.x and MS productivity software.
• Working knowledge and experience with Apple iPad and iPhone hardware and software in a business environment.
• Working knowledge of software deployment management tools.

Management Skills:

• The ability to research and diagnose issues regarding a wide range of hardware issues and software applications.
• Good time management skills, ability to multi-task, to manage conflicting priorities and a wide range of tasks and work with limited supervision.

Inter-Personal Skills:
• Professionalism.
• Ability to work in a team.
• Accountability, initiative and the ability/flexibility to work under pressure with a sense of urgency.
• Very good communication and listening skills, phone manner and personal presentation.
• Ability to liaise with a diverse group of clients including students and staff.
• Critical thinking and problem solving skills.

Qualifications and Experience:
• Experience in computer/device and printer maintenance in a help desk environment.
• Experience with business software, especially MS productivity software (MS Office).
• Experience with use and maintenance of a formal helpdesk.

Key Selection Criteria:
Possessing the following skills and competencies are critical to being a successful ICT Technician and therefore form the basis of our key selection criteria.

• A sensitivity and understanding of the Catholic ethos as it relates to the Church’s mission in education.
• Well-developed interpersonal and conflict resolution skills which foster and support a collegial working environment combined with strong verbal and written skills ensuring the ability to work effectively with people at all levels.
• Ability to work in fast paced environment.
• Technical Skills as described in this position description and/or the ability, aptitude and desire to acquire these skills within a reasonable timeframe through on the job and external training.
• Good time management skills, ability to multi-task, to manage conflicting priorities and a wide range of tasks and work without supervision.

Nagle College – I have read and understand the position description

Name ____________________________________________________________ (print name)

Signature __________________________________________________________________________

Date: _____/_____/_______