



Position Information Document

Education Support Officer

ICT Support Technician

Position Details

Role Title:	ICT Support Technician
Directly Responsible to:	ICT Director or ICT Systems Administrator for day-to-day operations, the Business Director for overall operations and ultimately responsible to the Principal
Classification Level:	Grade 4, Subclassification: Administration <i>Refer to SA Catholic Schools Enterprise Agreement 2020, Appendix E: Classification – Education Support Officers</i>
Weeks per year:	48 weeks
Hours Worked per week:	37.5 hours
Tenure:	Permanent
Conditions of Employment:	All employment conditions are governed by the SA Catholic Schools Enterprise Agreement 2020 as amended or replaced (“Enterprise Agreement”)

Role Context

The ICT Support Technician is responsible for providing Level 1 & 2 technical support to resolve ICT incidents, support classroom and AV technology, manage device provisioning, and ensure smooth operation of the ICT systems.

This role operates within established ICT frameworks and procedures, supporting a positive user experience and contributing to the continuous improvement of ICT services, while delivering high standards of customer service for students, staff, and the broader college community.

Role-Related Responsibilities

1. End User Support

- Provide Level 1 and 2 technical support to staff and students.
- Troubleshoot hardware, software and network issues, escalating complex matters as required.
- Support student BYOD devices.
- Assist with account access requirements.
- Deliver support face to face, via phone, service desk systems.
- Coordinate warranty and accidental damage repairs.
- Promote cyber-awareness among staff, students and the college community.

2. Device & System Management

- Assist with deploying, configuring, and maintaining devices using tools such as Microsoft Intune and JAMF.
- Assist with device imaging, provisioning, and lifecycle management.
- Maintain asset records and ensure accurate records.
- Provide support for printers and peripherals.
- Assist with audits and management of consumables.

3. Infrastructure & Services Support

- Assist in maintaining on-premises and cloud systems.
- Provide support for wireless and network connectivity issues.
- Assist with backup monitoring and server maintenance tasks.
- Undertake system Monitoring and troubleshooting (Hardware & Software).
- Escalate complex technical issues to senior ICT staff or external providers.

4. Classroom & AV Support

- Provide support for classroom technology and AV systems.
- Assist staff with technology use in teaching environments.
- Assist with Event AV setup and management.
- Troubleshoot issues with presentation systems, displays and sound.

5. Project Work

- Contribute to ICT projects (e.g, device rollouts, system upgrades, building projects).
- Assist in testing and implementing new technologies.
- Identify and suggest opportunities to improve processes and end user experience.

6. Documentation & Communication

- Maintain clear and accurate documentation.
- Log and track incidents and requests via the service desk system.
- Provide clear communication and customer-focused support to staff, students, families and vendors.

7. Working Environment

- School-based role supporting staff and students across campus (On-Site).
- Work is undertaken under general direction, within established guidelines and priorities.
- May require occasional out of hours work.
- Other duties as directed by the Principal or delegate.

8. Personal Attributes

- Approachable and patient with users of varying technical ability.
- Strong problem-solving skills.
- Ability to work independently and as part of a team.
- Willingness to learn and adapt to new technologies.
- High level of professionalism and confidentiality.
- Committed to child safety and professional conduct.

Person Specification

The employee will have/obtain/demonstrate:

- Experience in an ICT support role
- Strong troubleshooting skills
- Understanding of networking fundamentals (Wi-Fi, DNS, DHCP)
- Experience working within a Microsoft environment
- Strong communication and customer service skills
- Ability to prioritise and manage workload in a school environment
- Understanding of cybersecurity principles and best practices
- Experience with MDM solutions (e.g., Microsoft Intune, Jamf Pro) (desirable)
- Experience in an education ICT Support environment (desirable)
- Microsoft certifications (desirable)
- Basic PowerShell or scripting knowledge (desirable)
- A commitment to uphold, support and contribute to the values, vision and mission of Cabra Dominican College

Work, Health and Safety (WHS)

This role is deemed to be a Worker under the Work Health and Safety Act 2012 (SA). As a Worker, while at work, you, as the employee who is the subject of this Position Information Document must:

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply, insofar as you are reasonably able to, with any reasonable instructions given by the employer.
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- Reference: Work Health and Safety Act 2012 (SA) ss 27 and 28.

Additional Qualification, Documentation, WHS and Compliance Requirements

All employees must ensure that they are fully compliant and will take personal responsibility to maintain and complete their:

- Screening clearance and a police clearance to work in Catholic Education SA in accordance with current guidelines (i.e., DHS Working with Children Check)
- Approved Responding to Risks of Harm Abuse and Neglect – Education and Care (RRHAN-EC)
- HLTAID012 Provide an emergency First aid response in an education and care setting
- Learning Manager modules, as issued by the Catholic Education Office, as required.

In addition, all employees are expected to:

- Provide copies of awarded qualifications if applicable.
- Complete WHS education and training modules as required.
- Be familiar with and understand Cabra's WHS policies.
- Report all hazards, incidents, accidents when witnessed, in accordance with Cabra's WHS policies and procedures.
- Use correctly any equipment provided for health or safety purposes.

Conditions of Employment

- The salary and entitlements are consistent with those outlined in the Enterprise Agreement.
- The employee must undertake performance review on an annual basis in accordance with the terms and conditions of the Enterprise Agreement.
- The “Weeks per year” and “Hours per week” identified in Position Details (above) may be varied by written agreement. To the extent of any inconsistency between this PID and subsequent correspondence from Cabra which purports to vary these hours or weeks, the latter shall prevail, provided that such variation is in keeping with the terms and conditions of the Enterprise Agreement.

Acknowledgement

I have read and understood the requirements of this position. I acknowledge that this Position Information Document has been designed to indicate the general nature and level of work and is not a comprehensive listing of all responsibilities, tasks, and outcomes.

Signed by:

Dr Helen Riekie
Principal

Employee Name

Date

Date