



Position Information Document

Education Support Officer

Information Technology Support Officer

Position Details

Role Title:	Information Technology Support Officer
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 3, 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 Information Technology Support Officer provides ICT support for staff, students and assists in maintaining the college's ICT hardware and software.

Role-Related Responsibilities

- Computer and network support/maintenance.
- Provide Level 1 end user support.
- Provide support, guidance and training on: Systems including AI tools, platforms and applications - ensuring safe, compliant and effective usage.
- User Creation and onboarding.
- Installation, configuration and maintenance of the school's operating software, computer and technology equipment.
- Record, classify, prioritise and respond to ICT support requests via the College Helpdesk, email, phone and face to face.
- Monitor and maintain accurate tickets to ensure timely response or escalation.
- Perform hardware and software upgrades, computer cleaning and repair work.
- Assist with organisation and deployment of computer equipment, ensuring that appropriate health and safety standards are maintained.
- Production and maintenance of ICT related documentation.
- Classroom and AV support i.e. Classroom requirements & Event setups etc.

- Maintain the ICT assets register and technology lifecycles.
- Manage the collection and disposal of ICT electronic waste.
- Deploy college laptops, applications and system policies including imaging and endpoint configuration.
- Perform routine checks and maintenance to ensure reliability of computer and technology equipment (devices, printers, network connectivity).
- Assist with endpoint security, antivirus and patch compliance.
- Liaise with vendors and third-parties for repairs or support.
- Support Cyber safe and compliant use of technology.
- Stay updated with new systems and technologies and provide recommendations for continuous improvement.
- Undertake ICT projects as required.

Other Duties

- Promote a safe working environment for all staff, students and volunteers.
- Report any unsafe work practices to the Risk and Compliance Manager or committee.
- Any other duties as directed by the Principal, ICT Director and the Business Director and/or their delegate.

Person Specification

The employee will demonstrate:

- Experience in an ICT support role.
- Strong problem-solving skills and an ability to diagnose, solve and test solutions.
- Ability to develop positive relationships.
- Honest, reliable and trustworthy.
- Strong communication and customer service skills
- Self-motivated, , show initiative and work independently.
- Effective knowledge of common laptop and server operating systems and key software applications.
- Enthusiasm to keep up to date with latest technologies, software and hardware.
- Experience working within a Microsoft 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).
- Ability to prioritise and manage workload in a school environment.
- A commitment to uphold, support and contribute to the values, vision and mission of Cabra Dominican College.
- Seek to deepen their understanding of the Dominican charism.

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