



ST FRANCIS XAVIER COLLEGE
Berwick, Officer and Beaconsfield

ICT Desktop Support Technician

Position Description	
Position Title:	ICT Desktop Support Technician
Reporting Relationships:	Responsible to Vice Principal via the ICT Manager
Direct Report (If Applicable):	N/A
FTE & Position type:	Fixed-Term, Full-Time
Classification Level:	ESE – Level 2, Category A under the VCMEA 2018
Campus Location	Beaconsfield, Berwick & Officer

Mission:

I am the Way, the Truth and the Life (John 14:6)

St Francis Xavier College is a Catholic community that is educative and supportive of the whole person. We have a clear purpose: the individuals' development of competence, conscience and compassion formed in the Christian tradition in light of the Scriptures; one who is guided by a sense of Christian faith, hope and love who will be of service to the world. We recognise God's presence in our lives by being a living witness to Jesus, celebrating and pursuing excellence and by living courageously with optimism and respect for the dignity of all.

Role Summary:

The ICT Desktop Support Technician will contribute to the ICT and AV teams by providing staff and students with support and assistance for a broad range of IT and AV support issues and project assistance.

Key Duties & Responsibilities:

- Information Technology Help Desk support requests
- General network wired and wireless support
- General server environment administration
- General desktop and laptop hardware and software maintenance
- Assist in maintaining documentation and asset management
- Maintain and oversee phone, photocopier and printer support
- Specific classroom assistance as directed
- Specific teacher, student and staff assistance/software training as directed
- Assist ICT and AV Departments with specific project initiatives
- Assist with Office 365 client and application administration
- Assist with Macintosh environment administration
- Assist AV Department with AV support and College events
- Other duties as directed by the Principal, Vice Principal and ICT Manager

Skills and Knowledge:

- Strong understanding of computer software and hardware
- A relevant degree or diploma would be highly desirable
- Advanced computer skills
- Ability to work autonomously as well as part of a team
- Interpersonal skills to relate professionally with students and staff
- Commitment to occupational health and safety
- An understanding of and commitment to Catholic education
- Commitment to excellence in customer service
- Ability to analyse and problem solve

Additional Requirements:

This is a cross campus role, requiring the incumbent to hold a current drivers licence and have access to a vehicle.

St Francis Xavier College is committed to developing a culture to maintain the safety of each student in our care. At St Francis Xavier we have a zero tolerance for child abuse and are committed to acting in children's best interests and keeping them safe from harm.

The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a child safe culture. All staff employed at St. Francis Xavier College are required to abide by our Child Safe Policies and commit to our Child Safe Code of Conduct.

- Current Working with Children Check
- National Police Record Check

Last Updated:**13 March 2019**