ICT Technical Support Officer

STATUS	3 year contract
COMMENCEMENT DATE	Term 2, 2021
EMPLOYMENT FRACTION	Part time (0.9167 FTE with potential to increase)
POSITION REPORTING TO	Director of Information and Communication Technologies (ICT)
IMMEDIATE COLLEAGUES	IT Staff Teaching Staff Professional Support Staff Students

The School:

Wilderness School is a non-denominational girls school educating students from Early Learning Centre through to Year 12. Since 1884, Wilderness School has prepared girls to be adventurous, courageous, responsible and respectful learners and leaders. The legacy of our Founders, the Misses Browns, continues today and is a rich and integral part of our School culture.

Staff members at Wilderness School are required to uphold the Values and the reputation of the School and community. Staff members are expected to show a commitment to:
- Conducting their relationships with respect and kindness
- Demonstrating high behavioural, moral, ethical and professional work standards
- Working together to successfully manage change

Job Purpose:

Working on the Help Desk to support staff and students in the day-to-day operation of the school's ICT Infrastructure. This role will be the primary contact for incident resolution and responsible to triage, resolve and escalate issues in a timely manner.

Key Areas of Responsibility:

Technical
- Provide software and hardware support, with ad hoc user training to staff and students.
- Document, track and monitor incidents to ensure timely resolutions and communication.
- Create or update knowledge bases and document processes.
- Work with other ICT staff to resolve or close out ageing tickets.
- Respond appropriately to customer escalations.
- Ensure customer communication is timely and meets satisfaction expectations.

Service Desk and Incident Management
- Able to receive and resolve requests for support following agreed procedures.
- Respond to requests for support by providing information to enable incident resolution and promptly allocate unresolved calls as appropriate.
- Maintain records and advise relevant persons of actions taken.
- Correctly triage and prioritise or escalate incidents based on agreed procedures.

Administration
- Support the Laptop and photocopier fleets.
- Make recommendations where appropriate for improvements to current systems and practices.

Release and Deployment
- Use the tools and techniques for specific areas of release and deployment activities.
- Administer the recording of activities, logging of results and document technical activity undertaken.
- Carry out early life support activities, such as providing support advice to initial users.
- Use appropriate tools for deployment and management of Apple Mac and Windows computer systems.
- Support and maintain a fleet of iOS devices.

Qualifications, Skills and Experience:

Essential

- Appropriate qualifications and / or experience as specifically relevant to this role.
- The ability to work independently and see allocated projects through to completion by efficiently implementing sound solutions, together with the ability to actively participate as a team member as required.
- The ability to troubleshoot and problem-solve in a self-directed manner, performing research or testing as appropriate to enable the resolution of new technical challenges.
- An ability and desire to explore and learn new technologies to support the strategic priorities for digital technology within the School.
- An ability to communicate technical concepts and solutions to non-technical users
- Experience working with Windows, iOS, MacOS, Microsoft Office Suite, and the Office 365 environment.
- The ability to organise and manage individual schedules and workloads.
- Strong customer service and communication skills applicable to service staff and students within an academic environment.
- Must be willing to obtain a Working With Children Check and a Responding to Abuse and Neglect Certification (previously Mandatory Reporting) prior to start date.

Desirable

- Exposure to and/or experience with 3D Printers and laser cutting machines.
- Familiarity with various device deployment platforms. Eg. JAMF, Microsoft InTune
- Experience with the Adobe Suite of Applications

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name_____ Date_____

Employee Signature_____