



Faith Lutheran College, Redlands

Faith in Christ ... prepared for life.

Mission Statement

Faith Lutheran College is committed to providing quality learning opportunities while nurturing the development of all students in a Christ-centred community.

POSITION: Information and Communications Technology (ICT) Systems Officer
RESPONSIBLE TO: The Principal through the Business Manager
Type of Appointment /Hours:
Contract to 31/12/2017 (full time) with a strong possibility to roll into a permanent position.

PERSON DESCRIPTION

- ✓ Possess strong Christian beliefs and the conviction to support fully the Lutheran ethos of the College.
- ✓ Enjoy working with children.
- ✓ Show good time management and organisational skills.
- ✓ Be of good health.
- ✓ Be aware of safety issues and utilise safe work practices.
- ✓ Have well developed communication skills, for dealing with students, parents and staff.
- ✓ Be a good team worker.
- ✓ Understand the importance of confidentiality of information.
- ✓ Have a patient and calm nature conducive to working in a school environment.
- ✓ Be able to develop a sound rapport and relationships with the members of the College community.
- ✓ Complete positively the suitability check (blue card) with the Blue Card Service.
- ✓ Possess good written and oral communication skills.
- ✓ Have experience and competence with ICT trouble-shooting hardware and software problems.
- ✓ Be competent in working with ICT network systems and software operating environments
- ✓ Ideally possess some qualifications in this area.
- ✓ Be a person of initiative who can complete tasks as directed with minimal supervision.
- ✓ Display a high standard of personal presentation and grooming and comply with the Faith Lutheran College, Redlands dress Code for Staff.

Key Responsibilities

Under the general direction of the ICT Systems Team Leader, assist in the provision of effective and efficient information technology and technical services in support of teaching and non-teaching staff and:

- Provide computer hardware and application software support to staff and students across the range of operating systems in the College.
- Provide a timely and effective service in response to the diverse information technology issues arising in the College, including maintaining email client and database registrations.
- Provide basic support and back-up in maintaining the College servers as required.
- Participate in the provision of general technical services in the College and other duties when required.

Selection Criteria

Should argue their case by citing evidence to support their claims rather than presenting a list of facts.

Essential criteria

- Certificate level or higher qualification relevant to the position and experience in information technologies.
- Demonstrated high communication skills written and verbal.
- Demonstrated ability to work within a busy team environment and maintain good working relations with colleagues and students.
- Sound knowledge of Microsoft operating systems and software, and email clients.
- Demonstrated ability to support staff and students across a wide range of application software.
- Demonstrated experience in a 1st level helpdesk role.

- Experience in an elevated helpdesk role with demonstrated high problem solving skills.
- Proven competency in building and supporting state-of-the-art personal computer hardware.
- Willingness to work with other departments and staff and contribute to College service tasks as required.

Desirable criteria

- Experience with Apple and Microsoft products and operating systems.
- Previous experience within an Education environment.
- Demonstrated applied understanding of computer security issues including the control of computer viruses.

Area of operation

To work as directed at any physical location owned or operated by Faith Lutheran College, Redlands. This may require regular travel between sites owned and/or operated by the College.

Duty Statement/Arrangements

1. Comply with all reasonable directions and duties allocated by the Business Manager or ICT Systems Team Leader with respect to the operation of the College's computers and computer network equipment.
2. Follow College policy with respect to the operation, repair and support of ICT equipment owned or operated by the College.
3. Assist with the maintenance and operation of all server computers operated by the College.
4. As required, maintain and repair workstations owned and operated by the College.
5. As required, maintain and repair laptop computers owned and operated by the College.
6. Service and repair, or arrange for the repair of all ICT related equipment owned or operated by the College including but not limited to Data Projectors and supporting network infrastructure such as switches and routers etc.
7. Provide end user support to authorised staff of the College, in the use of hardware and software.
8. Prioritise requests for support in order to ensure the most efficient practical use of the College's ICT resources.
9. Develop and maintain necessary records of the operation, backup and maintenance of the College's resources as required.
10. Assist with capacity planning and planning towards future development of College ICT infrastructure as requested.
11. Assist with the installation and commissioning of new ICT infrastructure.
12. Develop and maintain the College website as requested.
13. Assist with the configuration of computers and related equipment to maximise efficiency of such resources.
14. Take reasonable steps to secure the privacy and integrity of data held on College computers.
15. Any other duties as requested by the Principal.

January 2017