



**EDMUND RICE EDUCATION**  
AUSTRALIA

# EASTERN FLEXIBLE SCHOOLS NETWORK

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## Position Description: ICT Help Desk Support

<b>ROLE TITLE</b>	<b>ICT Help Desk Support</b>
<b>LOCATION</b>	<b>Eastern Flexible Learning Centre - Wollongong</b>
<b>NETWORK</b>	<b>Eastern Flexi Schools Network, Edmund Rice Education Australia</b>
<b>AWARD</b>	<b>Award: Educational Services (Schools) General Staff Award 2020 Salary Equivalent: NSW Catholic Independent Schools (Support Staff – Model B) Multi-Enterprise Agreement 2020, Support Staff Level 2B</b>
<b>EMPLOYMENT STATUS</b>	<b>Part-time, Ongoing</b>
<b>COMMENCEMENT</b>	<b>ASAP</b>
<b>CONTACT</b>	<b>Adam Richter, Acting Network Principal</b>
<b>PHONE/EMAIL</b>	<b>0437 985 827</b>
<b>REFERENCE NO.</b>	<b>ICT/EN/0222</b>
<b>CLOSING DATE</b>	<b>5:00pm Monday, 21 February 2022</b>

Aboriginal and Torres Strait Islander people are encouraged to apply

## Background

The Eastern Flexible Schools Network is an initiative of Edmund Rice Education Australia. Flexible Learning Centres (FLCs) offer a full-time and multiyear secondary education and social inclusion program for young people who are disenfranchised and disengaged from mainstream education. Young people enrolled in a Flexible Learning Centre may present with a broad range of complex educational and social needs that FLCs respond to through a variety of flexible and innovative social inclusion and learning experiences.

Flexible Learning Centres are registered schools which provide young people with a varied and holistic set of learning experiences that support them in identifying and pursuing an individual transition to adulthood, employment, further education and training, and social connectedness.

Students who attend include indigenous and non-indigenous young people that are disengaged from mainstream education for a variety of reasons including:

- Those who have had contact with the juvenile justice system;
- Those who reside in Out of Home Care (OoHC);
- Those with a history of trauma;
- Those with a history of extended periods of unexplained absences;
- Those who are highly mobile;
- Those with mental illness or at risk of engaging in self-harming behaviours or substance abuse;
- Those who have been excluded or repeatedly suspended from school;
- Those who are homeless;

- Those who are young parents
- Those with a generational history of early school leaving; and,
- Those with a generational history of unemployment.

See [www.ereafsl.edu.au](http://www.ereafsl.edu.au) for further information.

## Primary Role

The Information Communications and Technology (ICT) Services team is responsible for the provision of support, the ongoing management and development of Information Technology used by Eastern Network and its Flexible Learning Centres.

This role provides 1<sup>st</sup> level ICT Support to staff in our Flexible Learning Centres and offices, via telephone, remote access and in-person, as required by organisational needs under the direction of the Principal or their delegate. As this position is a member of the larger ICT Services team, the appointee will also report to the ICT Services Manager for ICT policy, procedures and technical escalation. Being an entry-level position, mentors will guide you as you build your knowledge of ICT and our systems.

## Qualifications

- While no minimum qualifications are mandated for this role, the applicant should ideally possess or be studying a minimum of Certificate III in Information Technology.
- A positive NSW Working with Children Check (WWCC).

## Skills and Knowledge

- Demonstrated capacity to work effectively in a challenging and unpredictable environment;
- Demonstrated capacity to work effectively and collaboratively as a member of a multidisciplinary team; and,
- Establish and maintain professional relationships with all stakeholders

## Principles of Operation

The four principles of operation that all Flexible Learning Centres operate by are Respect, Participation, Safe and Legal, and Honesty.

This framework is a significant point of difference from mainstream schooling. The principles establish a 'common ground' among staff, young people and families where the means to resolve conflict, negotiate learning, and recognise rights and responsibilities are modelled and explored, both within the group and individually.

A primary responsibility for this role is to maintain fidelity to Operation by Principles and the best practice guidelines as articulated in the Foundation and FLC Occasional Papers (available on the EREAFSN website)

# Duties and Responsibilities

Under the direction of the ICT Services Manager, the Help Desk Support person will:

1. Build and develop positive working relationships with a range of staff in varied locations and with varied ICT abilities and needs:
  - a. Strive to make a difference to the people you come in contact with.
  - b. Work collaboratively with staff to provide a safe, conducive work environment for staff and young people. Our success depends on us working as a team.
  - c. Understand the unique and diverse structure of EREA Flexible Learning Centres and be an active participant.
  - d. Maintain a professional disposition at all times.
2. Provide ICT Support services as a local member of the nationally-distributed ICT Services team:
  - a. Act as the service desk first point of contact for all staff across all schools in the network(s) and offices.
  - b. Deal with routine Level 1 tasks:
    - i. Set up new user accounts; Reset existing user accounts; archive old user accounts.
    - ii. Resolve logon, email, VoIP telephone and printing issues.
    - iii. Resolve issues with access to shared drives/directories.
  - c. Analyse symptoms to determine the underlying problems.
  - d. Resolve problems to resolution or escalate to Senior IT Engineers.
  - e. Efficiently deal with routine service desk calls/service tickets.
  - f. Update documentation and solutions knowledge base.
  - g. Provide on-site installation, configuration and support as required.
3. Administer systems according to established processes and standard practices:
  - a. Deploy Windows-based PC image with the SOE relevant to each site or office.
  - b. Apple Mac, iPad and iPhone management using Mobile Device Management platforms.
  - c. Process incoming orders and freight movements according to procedures.
4. Training of users to support the local educational needs at each site:
  - a. Assisting users with Office 365 adoption and use, for administrative and educational programs.
  - b. Supporting users with the Student Administration System in each network. And/or office.
5. Undertake other duties as reasonably requested by the IT Services Manager or their delegate including, but not limited to:
  - a. Collaborate with the ICT Services Manager and Network Principal to identify and undertake Professional Development and ICT services training that supports changing organisational and industry needs.

# Applications

Please forward applications to [eastern.network@ereafsn.edu.au](mailto:eastern.network@ereafsn.edu.au) by **5:00pm, Monday 21 February 2022**. Please include:

- A current resume outlining previous experience and skills;
- Two referees (including contact details). Please include a referee from current or most recent place of employment.

For further information contact **Adam Richter, Acting Network Principal** on 0437 985 827 or by email at [eastern.network@ereafsn.edu.au](mailto:eastern.network@ereafsn.edu.au).

**The Eastern Flexible Schools Network supports the rights and safety of children and young people and is committed to providing a safe and supportive environment directed at ensuring their safety and wellbeing.** All applicants for this position will be subject to EREA screening procedures.