

Job Description – ICT Support Officer

Role Title	ICT Support Officer
Network	EREA Oscar Romero Flexi Schools Network (ORFSN)
Flexible Learning Centres	Provide ICT Support for: <ul style="list-style-type: none"> • FAME Flexible Learning Centre • Edmund Rice Flexi School • St Joseph’s Catholic Flexible Learning Centre • Geraldton Flexible Learning Centre
Location	Based at FAME, Christies Downs, SA Regular travel required to schools within the Network <ul style="list-style-type: none"> • St Joseph's Catholic Flexible Learning Centre - Alice Springs NT • Edmund Rice Flexi School - Elizabeth & Davoren Park SA
Report	Business Manager/Network Principal with an ICT accountability to EREA Flexible Schools Ltd ICT Service Manager
Hours of Duty	Full-time, Fixed-term Contract
Band/Wage Scale	In Alignment with <i>the South Australian Catholic Schools Enterprise Agreement 2020 - ESO Grade 3</i>

Aboriginal and Torres Strait Islander People are encouraged to apply.

Primary Role:

The EREA Flexible Schools Ltd (EREAFS) Information Communications and Technology (ICT) Services team is responsible for the provision of support, the ongoing management and development of computer-based systems used by EREAFS and its Flexible Learning Centres.

This role provides 1st level ICT Support to staff in Oscar Romero Flexible Schools Network, via telephone, remote access and in-person, as required by organisational needs under the direction of the Principal. 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. The ICT Support Officer is responsible for providing an effective and timely response to hardware and software ICT support to staff and students across sites. The ICT Support Officer will have the knowledge, skills and demonstrated capacity for self-directed application to perform tasks using a degree of technical or applied theoretical knowledge and skills pertaining to Information Communication Technology.

Education, Training and Experience:

- Previous ICT experience in a school setting - ***desirable.***
- Qualification at diploma or certificate level - ***essential.***
- A current Working with Clearance Check from the Department of Human Services - ***essential.***
- Ability to gain a Catholic Clearance from the Archdiocese of Adelaide – Screening & Verification Authority - ***essential.***
- Current Responding to Risks of Harm, Abuse & Neglect – Education and Care certificate – essential.

Skills & Knowledge:

- Ability to communicate effectively with the Network team, Heads of Campus, other FLC staff members and external stakeholders.
- Demonstrated skills and knowledge in ICT.

- Demonstrated ability to work collaboratively and establish and maintain professional relationships with all stakeholders.
- Demonstrated capacity to work autonomously.
- Demonstrated ability to work proactively in the workplace.
- Demonstrated ability to maintain a high degree of confidentiality and system protection at all times
- Effective organisational and time management skills.
- Ability to work under pressure and/or timeframes.

Principles of Operation (Respect, Participation, safe & Legal and Honesty)

A primary responsibility for this role is to maintain fidelity to Operation by Principle and the best practice Guidelines, as articulated in the Youth+ Foundation and FLC, Occasional Papers (available on the website) See www.ereafsn.edu.au - Publications for further information.

Duties and Responsibilities:

Typical duties and responsibilities include, but are not restricted to:

Under the direction of the EREAFSN ICT Services Manager, typical duties and responsibilities for the Help Desk Support person include, but are not restricted to:

- 1. Build and develop positive working relationships with a range of staff in varied locations and with varied ICT abilities and needs.**
 - Strive to make a difference to the people you come in contact with.
 - Work as a team.
 - Understand the unique and diverse structure of EREA Flexible Schools and be an active participant.
 - Maintain a professional disposition at all times.
- 2. Provide ICT Support services as a local member of the nationally distributed ICT Services team**
 - Act as the service desk first point of contact for all staff across all schools in the network(s).
 - Deal with all typical routine level 1 tasks:
 - Set up new user accounts; Reset existing user accounts; Archive old user accounts.
 - Resolve logon, email, VoIP telephone and printing issues; and
 - Resolve issues with access to shared drives/directories.
 - Analyse symptoms to determine the underlying problems.
 - Resolve problems to resolution or escalate to Senior IT Engineers.
 - Efficiently deal with routine service desk calls/service tickets.
 - Update documentation and solutions knowledge base.
 - Provide on-site installation, configuration and support as required.
- 3. Administer systems according to established processes and standard practices**
 - Deploy Windows-based PC image with the SOE relevant to each site.
 - Apple Mac, iPad and iPhone management using Mobile Device Management platforms.
 - Process incoming orders and freight movements according to current procedures.
- 4. Training of users to support the local educational needs at each site**
 - Assisting users with Office 365 adoption and use, primarily Microsoft Teams.
 - Supporting users with the Student Administration System in each network and school.
- 5. Professional Standards**
 - Assist and maintain a supportive and safe working environment.
 - Engage professionally with colleagues, stakeholders and the greater community.
 - Demonstrate professional standards of presentation, reliability and punctuality including.

- Notify the Business Manager of any planned or unplanned absence including sick leave as soon as possible via the approved communication means.
- Maintain a high level of interpersonal communication skills at all times actively demonstrating courtesy, tolerance and professionalism in all interactions.
- Demonstrate a proactive approach to workloads and collaborative problem solving; and
- Provide standard professional services independently within defined organisational parameters.

6. Organisational Functions

- Commitment to working under the four principles of operation: Respect, Safe & Legal, Honest and Participation. The principles establish a “common ground” among staff, young people and families.
- Actively work with colleagues to build positive relationships and teamwork across all sites.
- Ensure that all information related to the operations, stakeholders, staff, young people, business or any other related activity is maintained as confidential and may not be disclosed to any third party without the express written permission of the Network Principal. A breach of confidentiality is a serious misdemeanour and will be addressed through the EREA Performance Management Policy and Procedure.

7. Health, Safety & Quality

- You are required to Undertake all duties in accordance with Oscar Romero Flexi Schools Network Quality Management System, policies and procedures and as outlined below.
 - Participating in Oscar Romero Flexi Schools Network Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.
 - Maintaining a safe work environment in accordance with Oscar Romero Flexi Schools Network Work Health and Safety Policies and Procedures.
 - Assisting in the on-going maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Oscar Romero Flexi Schools Network Work Health and Safety Policies and Procedures.
 - Participating in mandatory Health and Safety training sessions.
 - Identifying and reporting hazards in the workplace.

8. Other identified duties specific to the role in the Oscar Romero Flexi Schools Network

- Carries out duties and tasks that may be reasonably assigned by the Business Manager and/or the Network Principal from time to time. The ICT Support Officer may be directed to carry out such duties as are within the limits of his/her skills, competence and training.

Acceptance

I, (print name) have received, reviewed, and fully understand the Job Description for an ICT Support Officer. I further understand that I am responsible for the satisfactory execution of the essential functions described therein.

Signature: Date: