



ROLE DESCRIPTION

Position Title	Education Support Officer – IT Support
Reports to	Business Manager & Network Manager
Location	Main Campus – St Kilda East
Basis of Employment	Fixed Term Full Time 12 Months
Category	A
Date	October 2020

CBC St Kilda (CBC) is proudly a Catholic school in the Edmund Rice tradition. It is expected that all staff will support and respect the EREA Touchstones which underpin the mission of the College. This includes upholding the religious and spiritual values of CBC, the pastoral and community beliefs which are Gospel driven, and determine all interactions with students and colleagues. Staff are expected to optimistically engage with a range of important cultural characteristics of Edmund Rice education that include commitments to the safety and wellbeing of children.

Position Summary

The primary objective of this fixed term full time role is to provide IT support to CBC. This role reports to the Business Manager under the guidance of the Network Manager.

The role requires undertaking a range of complex and often competing tasks, managing deadlines and schedules, responding to circumstances as they change, whilst at the same time projecting a warm and welcoming spirit to students, colleagues, and community members. Service excellence, flexibility and teamwork are essential requirements of the College and hallmarks of the staff who work at CBC.

General responsibilities of the role include, but are not limited to:

Professional Conduct

- Being familiar with and comply with College policies including, but not limited to, the Child Protection and Safety Policy, Staff and Student Professional Boundaries Policy and the EREA Code of Conduct.
- Assisting in the provision of a child-safe environment for students.
- Demonstrating a duty of care to students in relation to their physical and mental wellbeing.
- Exercising pastoral care in a manner which reflects College values.
- Implementing strategies which promote a healthy and positive learning environment.
- Contributing to a healthy and safe work environment and compliance with all safe work policies and procedures.
- Demonstrating professional and collegiate relationships with colleagues.
- Engaging with students and parents in a professional manner consistent with CBC policy.
- Representing the College to students, parents, professional bodies, and the wider community in a positive and professional manner.
- Handling personal and/or confidential information in an appropriate manner in accordance with College policy.
- Attending the College in appropriate professional attire consistent with the College Professional Dress Code.

Professional Development

- Demonstrating a commitment to ongoing professional development.
- Continuing to develop ICT skills as technologies evolve.
- Being an active member of a relevant professional association as duties permit.
- Participating in the staff appraisal process.
- Attending College meetings, staff professional development and faith development sessions.
- With the approval of the Business Manager, attending professional development courses and training days.

Specific responsibilities of the role include, but are not limited to:

Report and Assessment Management

- Manage the CBC reporting system
- Print Electronic copies and/or hardcopies of reports for staff
- Enter and update assessment data into the portal for teaching staff as required.

Providing Technical and Other Support to Users and School Community

- Tier 1 and Tier 2 support for users in all aspects of hardware and system devices. Troubleshoot and resolve hardware problems, for example crashed PCs, jammed printers.
- Assist in maintaining the ICT Procedures Guide/Operations Manual/System Documentation
- Assist in maintaining all necessary documentation including system manuals, cable diagrams, patching schedules, equipment inventories, orders, service records, loans, etc.
- Assist in the installation and setting up (imaging) of PC's, iPads, Notebooks and other college devices.
- AV support and running of assemblies – setting up microphones' projectors etc.

Other Duties

- Undertake other appropriate work as delegated by the Business Manager /Principal including involvement with new projects and ICT facilities.
- Liaise with Network Manager in relation to any additional ICT work as required.
- Participate as a full member of staff at the school, supporting initiatives and objectives across the whole organisation.

Any other duties as requested by the, Network Manager, Business Manager / Principal that are consistent with the Victorian Catholic Education Multi Employer Agreement 2018 (VCEMEA).

Experience with the following would be advantageous but not essential:

- DHCP; DNS
- Windows Server 2016, VMWare.
- Active Directory accounts, policies, and profiles.
- Microsoft Teams (Teams as a telephony)
- Office 365 and Exchange Server Online.
- Diagnosis of faults in hardware and software in Mac and Windows machines.
- Cloud technologies and wireless network design and maintenance.
- SIMON, Synergetic, EDVAL
- Switches and Wireless technologies
- Basic firewall administration
- Ability to isolate root cause of issues

- Working within multiple sites

Key Characteristics

- A demonstrated understanding of the ethos of a Catholic school and its mission.
- Experience working with children.
- A demonstrated understanding of child safety.
- A demonstrated understanding of appropriate behaviours when engaging with children.
- Be a suitable person to engage in child-connected work.
- Must hold a Working with Children Check card and must be willing to undergo a National Police Record Check.
- First Aid qualifications suitable for an education setting desirable.
- Ability to work as part of a team.
- Excellent interpersonal and communication skills.
- Good oral and written communication skills, including ability to communicate with children, parents and the school community.
- Ability to work autonomously with little supervision.
- Sound organisational skills including strong attention to detail.
- Proficient in Microsoft Office Suite and other ICT applications.
- Current study in IT related field desirable.
- Excellent time-management skills.
- Self-motivation.
- Maturity.
- Access to a vehicle.