



The Scots College

Sydney Australia

Role Description – ICT Support Desk Officer

"In seeking to serve God faithfully, the Scots College exists to inspire boys to learn, lead and serve as they strive for excellence together"

Scots to the Fore: Brave Hearts, Bold Minds – Our Strategic Intent 2016-2025

1. **Position Title:** ICT Junior Support Officer
2. **Role Purpose:** The Junior ICT Support Officer is a full-time role that provides day-to-day ICT customer support within the ICT Service Centre team. The role will focus on multiple campuses around the school as well as working on longer term goals of providing a higher level of service through proactive work.
3. **Location:** Bellevue Hill
4. **Responsible to:** ICT Service Desk Coordinator
5. **Principle Relationships:** Director of ICT, ICT Project Manager
6. **Key Accountabilities:**
 - Support laptops/desktops across college
 - Attend front service desk and support staff/students with technology issues usually involving laptops
 - Maintain printers across college
 - Process laptop insurance claims
 - Image laptops and desktops
 - Assist infrastructure team with day to day tasks

7. Key Tasks and Expected Outcomes:

Position Responsibilities	Core Activities	Key Performance Indicators List the measures used to determine achievement of activities
Provide ICT Support to all Campuses	<ul style="list-style-type: none"> • Provide front line ICT Level 1 support to all campuses, staff and students • Support printer issues • Support wireless/network issues • Support student laptops • Support staff laptops/desktops 	
Assist customers at the ICT Service Desk	<ul style="list-style-type: none"> • Provide Level 1 support • Assist on Front Service Desk as needed. • Escalate support issues when necessary • Ensure that key information is recorded in Web helpdesk and tickets assigned to appropriate staff members to be dealt with. 	<ul style="list-style-type: none"> • All customers are acknowledged and have an indication of the time that they will be served. • Information that is recorded by customers in Web helpdesk will be useful. • Customer service issues will be reduced because you have intervened and escalated before and issue got out of control.
Assist infrastructure team with day to day tasks	<ul style="list-style-type: none"> • Assist infrastructure team with day to day tasks and project work as requested. 	
Provide Training to staff and students	<ul style="list-style-type: none"> • Provide ICT Training to new and existing Staff and Students to reduce the number of basic ticket requests that are entered in our ticketing system. • Work with ICT Service Desk Team to create documentation and FAQ's/" How to's" to assist users. 	<ul style="list-style-type: none"> • Students and staff have all of the IT information they need at induction. • Students/staff and parents can access video's/documentation • Reduce the amount of simple requests coming to the ICT service desk through educating users.
Customer Service Streamline support Processes and Policies.	<ul style="list-style-type: none"> • Actively take part in discussions where customer service can be improved. • Look for area's that could be improved, document problems and propose solutions. • Document and Enforce Front ICT Service Center Policies and SLA's 	<ul style="list-style-type: none"> • You openly express your ideas on how to improve service and actively invite other opinions. • You have recorded areas of that could be improved.

		<ul style="list-style-type: none"> Support levels increase as a result of better processes and policies being introduced.
Be a team Player – Assist other ICT staff as needed	<ul style="list-style-type: none"> Assist other ICT staff with AV jobs, Laptop Program, Mobile Device management, Office Admin/Filing work, Web Helpdesk work, Network and System Admin work according to ability. Actively support other staff members when they need it, when you are able to. If you are not able to provide support escalate the issue. Work to reduce conflict in the work place. Help others proactively without being asked. 	<ul style="list-style-type: none"> You are recognized as part of a team that other people can trust. You socialise with your co-workers. You and the other IT staff members have mutual respect for each other. You take part in team building social events. You are willing to set aside personal wants for team needs. You have not caused unnecessary discord amongst the IT support team.
Professional development	<ul style="list-style-type: none"> Constantly work at improving yourself with both professional and personal learning. 	<ul style="list-style-type: none"> You have a clear direction in which you will improve your skills that is known by you and your supervisor.
Additional Responsibilities	<ul style="list-style-type: none"> When time permits seek out additional tasks to do that will have the greatest benefit to the ICT department. 	<ul style="list-style-type: none"> Your technical skills improve in areas not originally associated with your primary job.

8. Selection Criteria

Essential:

- Understanding of Apple OS X software and Apple software like iLife and/or iWorks
- Demonstrated commitment to the development of 'best practice' strategies in all aspects of College ICT operations
- Capacity to take a T – 12 perspective in decision making
- Propensity to recognise the value and uniqueness of each individual within the College community
- Commitment to one's own ongoing learning
- Professional and personal integrity
- Being flexible and open-minded
- Being proactive and innovative
- Effective interpersonal communication skills
- Demonstrated capacity to operate as both a leader and a team player

Desired

- Understanding of Windows operating system and software
- Understanding of Linux/Unix operating systems
- Understanding of Printers and how to replace toner/remove paper jams
- Experience in dealing with staff/students/parents on ICT matters

Technical

- Capacity to work with and manage Apple Laptops and iPads
- Capacity to work with troubleshooting Projector/AV issues or working with IWB's (Interactive White Boards)
- Capacity to troubleshoot wireless issues with laptops
- Capacity and experience with basic computing hardware and software