



Position Description

POSITION OVERVIEW			
POSITION TITLE	IT Support Officer		
TIME ALLOWANCE	45 hours per fortnight – 3 days/week (0.6FTE)		
COMMENCEMENT DATE	Immediate start	TENURE	Ongoing
REPORTS TO	Administration Manager (through the IT Manager)		

GENERAL EXPECTATIONS

Blakes Crossing Christian College Administration Staff are employed as General Staff under the terms and conditions specified in the Christian Community Ministries Enterprise Agreement 2020 as amended from time to time. The Administration team will demonstrate a willingness to actively support the Christian aims of the College, demonstrate a strong commitment to the ethos of Christian education and be familiar with the College Code of Conduct, policy, rules, and expectations.

POSITION SUMMARY

The primary function of the role is to work under the direction of the IT Manager. This will be done through the provision and management of equipment and resources.

REPORTING/WORKING RELATIONSHIPS	<ul style="list-style-type: none"> IT Manager Administration Manager The Leadership Team BCCC teaching and general staff
LINE MANAGEMENT RESPONSIBILITIES	<ul style="list-style-type: none"> Nil

DUTIES & RESPONSIBILITIES

IT Support Officer:

- Meet regularly with the IT Manager to prioritise tasks & tickets in order of Educational and Operational Needs.
- Meet deadlines as set by the IT Manager and Heads of School.
- Install new software for Staff/Students as requested by the IT Manager.
- Ensure accurate Asset Management system records are maintained with all college devices registered and tagged.
- Assess on-site demands and be proactive in finding solutions.
- Develop an understanding of the priorities and following the Incident Prioritisation Matrix.
- Close IT Helpdesk tickets within an acceptable timeframe.

Contribute to a safe and healthy workplace by:

- Following WHS instructions and policies.
- Ensuring all mandatory training is up to date.
- Being a lifelong learner by continuously upskilling, and finding better and more productive ways to perform tasks and processes.
- Reporting accidents and hazards.
- Participating in site Emergency Management Procedures.
- Generally caring for their safety and that of others, including volunteers, students, and parents.

Other tasks as directed by the Principal.

SKILLS & ABILITIES

- Tertiary qualifications in a related ICT field and demonstrated experience.
- Excellent communication skills, both written and verbal.
- High-level planning and organisational skills with a demonstrated capacity to provide leadership to colleagues.
- Strong interpersonal and communication skills and capacity to develop and sustain productive relationships, both within and outside the College community.
- Capacity to use strategic thinking and analytical skills to contribute to educational outcomes.
- Dedication to developing and maintaining an organisational culture based on ethical, professional, and personal behaviours.
- Ability to work independently with initiative whilst working towards the team's goals.
- Ability to maintain all equipment used in a satisfactory, safe and workable condition.
- Commitment to understand and comply with the College's child-safe policy and code of conduct.
- Keep privileged information confidential.

- Understanding and appreciation of the risks associated with the ICT environment and an ability to articulate and develop effective strategies to minimise such risks.
- You must hold the following:
 - A First Aid Certificate (or willingness to obtain)
 - RRHAN Certificate (or willingness to obtain)
 - WWCC (or willingness to obtain)

PERSONAL ATTRIBUTES

- An ongoing commitment to the Lord Jesus Christ as Lord and Saviour, consistent with the Statement of Faith of CCM.
- A mature faith and active involvement in a local church.
- A proven lifestyle as detailed in the CCM enterprise agreement and Code of Conduct that is founded on Biblical Christian principles.
- A life that demonstrates the indwelling of the Holy Spirit.
- A Christian with a strong commitment to Christian education and a determination to serve God in a Christian school community.
- High level of discernment, empathy and humility that supports a positive culture concerning WHS issues.
- Open and approachable manner when relating to people of all ages and backgrounds.
- Trustworthy and reliable.
- Shows strong initiative and organisation skills.
- Willingness to assist other areas of business if/when required.

EXPERIENCE AND KNOWLEDGE

Knowledge and Experience with the following:

- Microsoft Azure and Office365
- Apple iPads and MDM systems
- Papercut and Print Management
- Microsoft SharePoint
- MS Server 2019
- MacOS
- Vivi
- Or demonstrated aptitude to upskill in the use of these.

DESIRABLE CHARACTERISTICS

- Experience in a similar role in a school environment

SPECIAL CONDITIONS

- Some out-of-hours work may be required, e.g. Presentation Night

WORK HEALTH AND SAFETY RESPONSIBILITIES – INCLUDE:

- Ensuring, as far as is reasonably practicable, that work/study/classroom areas under your control are without risk to health and safety of occupants.
- Knowledge of and compliance with the College’s WHS policies and procedures.
- Compliance with all safe work practices, ensuring reasonable care of your own health and safety and that of other staff, students and visitors.
- Participation in relevant training and induction sessions as required by the College.
- Reporting all incidents and/or potential hazards to the Safety Advisor and Property Services Team as soon as possible.

I have read and understand the requirements of this position and accept its responsibilities. I will carry out these responsibilities to the best of my ability and understand I must meet required performance standards. I also understand the position description for my role through necessity, will be updated from time to time.

Authorised by (Principal): _____ Signature: _____ Date: _____

Accepted by (Employee): _____ Signature: _____ Date: _____