Role Description

Diocese of Toowoomba Catholic Schools

Position details

Title	School Officer: ICT Support
Employment status	Permanent/fixed term, Full/term time
Classification	School Officer Level 5
Agreement	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
Reports to	Principal

About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

About the role

The School Officer: ICT Support works in collaboration with the Toowoomba Catholic Schools Office and school leadership to provide front line ICT support for users, including technical support and troubleshooting for all aspects of computer hardware, network and software. This role is accountable for the provision of ICT support across multiple sites, including providing technical expertise across a range of areas to inform strategic decision making by the principal and TCSO.

Role responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below:

1. Under limited direction, provide timely technical support to staff, students and systems across multiple sites including scheduling, prioritisation, escalation of issues and maintaining detailed support ticket records.

2. In accordance with established procedures, administer user, computer and group accounts in various systems including Active Directory, Office 365 and SOBS.

3. Following limited direction from TCSO ICT, provide advice to the school leadership team regarding infrastructure, device upgrades and maintenance in line with the school's budget and strategy.

4. Maintain school Information Technology (IT) infrastructure and client devices, associated hardware and software to ensure continuity of IT services.

5. With reference to system standards, maintain, upgrade and modify hardware, network, security, backups and ensure the effectiveness the Disaster Prevention and Recovery Program.

6. Maintain up to date, best practice knowledge of technologies to support excellence in teaching and learning, ongoing improvement and innovation including contributing to best practice ICT plans and procedures that are well documented and remain current.

7. Maintain appropriate documentation and liaise with external suppliers in the purchasing of school hardware following the TCS procurement policy.

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8. Maintain the audio and visual devices including projectors and interactive flat panels, escalating any faults that cannot be resolved to external suppliers.
9. Configure school hardware and networking devices including but not limited to Windows devices, Apple iPads, switches and wireless access points.

Classification factors

The characteristics, typical duties and skills commonly associated with this role are found in Appendix 1.

About you

To achieve in this role, you will be required to demonstrate the following:

Eligibility criteria

Essential

- Current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000.

- Diploma qualification in Information Technology or relevant practical experience deemed suitable

Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.

- Proven technical expertise and a demonstrated ability to diagnose and troubleshoot moderately complex computer hardware, network and software issues.

- Evidenced thorough knowledge of IT infrastructure and help desk experience that can be applied to diagnose and resolve moderately complex requests and maintenance issues.

- Demonstrated experience in the operation of ICT Service Management software to record, manage, prioritise and resolve incidents.

- Proven relationship building and communication skills that can be applied to understand client needs and provide a responsive customer service.

Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.

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Appendix 1 – Classification factors

The role has been assessed according to the classification criteria outlined in Schedule 9 of the Catholic Employers Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2023-2026. Below are the characteristics, typical duties, and skills commonly associated with this role.

Knowledge application

- Expertise within an area or discipline using theoretical knowledge or relevant practical experience.
- A substantial knowledge and understanding of related principles, techniques and practices.
- Well developed understanding of relevant statutory, regulatory and policy frameworks applied to a variety of interrelated activities and solutions to a range of problems.

Accountability

- Accountable for developing plans and objectives for short term tasks and contributing to strategic planning for longer-term initiatives.
- Responsible for providing expertise and technical knowledge across a range of programs or activities, providing accurate and specialised advice and ensuring knowledge of and compliance with relevant legislation and/or policy frameworks.
- Responsible for setting priorities and ensuring quality of outcomes for the work area.
- Responsible for contributing to improvement strategies and to change in workplace practices.
- Accountable for monitoring related emerging issues, identifying impact and conducting risk management activities within sphere of responsibility.

Scope and complexity

- Work is moderately complex to complex in nature and relates to a range of activities.
- What needs to be done involves using available information however options are not always evident.
- Interpretation, analysis, and some judgement are required to select an appropriate course of action.

Guidance

- Works under limited direction and is guided by policies, accepted standards and precedents/organisational practice.
- The work involves using discretion and initiative over a broad area of activity with autonomy and accountability in interpreting policy and applying practices and procedures with some scope in modifying practices and procedures where necessary.
- Expected results are less tightly defined and there is discretion about how they are best achieved.
- Work produced requires little or no revision before finalisation.

Decision making

- Decisions concern a variety of matters, affect own work area and may affect another area.
- Decisions require evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Information and advice are provided, possibly suggesting a course of action, which is taken into consideration by other decision makers.

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- The position may have significant impact in regard to work area objectives and activities and may impact on other work areas in the short term to medium term.

Problem solving

- Work predominately involves a wider variety of still similar, well defined tasks which may require researching and organising information and choosing from a limited range of solutions.
- Creativity and innovation are essential to the position and need to be regularly exercised within general guidelines.
- Unfamiliar issues and situations require personal action for example, in developing new or improved work methods or tackling situations in new ways.

Contacts and relationships

- Manage relationships with others to achieve work area goals.
- Liaise with a range of stakeholders/others in relation to difficult or sensitive issues.
- Consult and advise internal and external stakeholders/others, anticipate and respond to their needs and expectations.
- Represent the organisation by promoting its interest at community level and with external organisations and undertake a representation or presentation position on behalf of the immediate work area.

Negotiation and cooperation

- Some matters are likely to be contentious or complex issues that have scope for alternative interpretation requiring tact, persuasion and sensitivity within the application of guidelines.
- May engage in some degree of negotiations under limited direction.

Management responsibility and resource accountability

- Little or no supervisory responsibility.
- May assist with work familiarisation, initial training and support to new or less experienced colleagues.
- Prepares routine financial and resource information.
- Uses equipment with reference to established procedures and practices.

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