

POSITION ADVERTISEMENT

Title:	ICT Support Officer
Area:	ICT Department
Full-time/part-time:	Full-time (1.0 FTE)
Commencement:	Immediately
Contract:	Permanent Ongoing
Terms and Conditions:	<i>Educational Services (Schools) General Staff Award 2020</i>

Geraldton Grammar School (GGS)

Geraldton Grammar School is a co-educational Anglican K–12 school in Geraldton's scenic Midwest, set on 18 hectares with ocean views and landscaped grounds. With over 700 students, we offer a welcoming, inclusive environment supported by dedicated staff and a strong culture of excellence.

Our ICT team plays a vital role in enabling high-quality teaching and learning through reliable systems, responsive support, and innovative solutions. Staff benefit from a collaborative workplace, and opportunities to contribute beyond their core role.

Child Safety Commitment

Geraldton Grammar School takes child protection seriously. All candidates for roles at Geraldton Grammar School are subject to screening and assessment against child safety standards as part of our thorough recruitment process.

The Position

We are seeking a proactive and customer-focused ICT Support Officer to join our dynamic school community. In this role, you will provide timely and effective technical support to staff and students, ensuring the reliable operation of the school's ICT systems and services.

You will respond to ICT requests in person, over the phone, and remotely, while maintaining accurate help desk records in line with standard procedures. Working closely with and reporting to the ICT Manager, you will assist with software and hardware audits, license and subscription management, and the creation and upkeep of ICT documentation.

Your responsibilities will also include managing user accounts and devices, reporting cybersecurity incidents, and supporting ICT project delivery, compliance, and reporting activities. During term breaks, you will assist with general ICT maintenance, including testing and tagging of electrical equipment, and escalate complex issues to senior staff when required.

The ideal candidate will demonstrate a strong commitment to customer service, excellent troubleshooting and communication skills, and a readiness to learn and adapt to new and evolving technologies within a school environment.

This position offers the opportunity to contribute to the effective delivery of ICT services that support the school's operational and educational objectives.

Selection Criteria

Essential:

- Qualification in Information Technology or proven relevant experience
- Relevant training in IT support and IT systems
- Effective written and verbal communication skills to explain complex technical issues to non-technical users
- Ability to work both independently but also within a collaborative team environment
- Proven problem-solving skills
- Efficient time management skills and the ability to prioritise tasks effectively

- Strong documentation and organizational skills
- Ability to hold a valid Working with Children Check
- Ability to obtain National Police Clearance

Desirable:

- IT related qualifications or certifications
- Experience administering Office 365
- Experience with Active Directory
- iOS device management Software
- Experience with iOS and Windows
- Testing and Tagging certification or willingness to gain certification

Key Benefits

- **Professional Development:** Access ongoing learning and tailored training to support your career growth.
- **Supportive Community:** Join a respectful, inclusive school culture where staff are genuinely valued.
- **Discounted School Fees:** Receive a 25% pro-rata tuition discount for your children from Kindy to Year 12.

How to Apply

If you are interested in applying for these opportunities, please include the following in your application:

- A covering letter addressing your suitability for the role based on the skills, knowledge and experience requirements outlined in the role description (Maximum 2 pages)
- Your current CV (Maximum 4 pages);
- Copies of your relevant qualifications and registrations;
- The contact details of three (3) professional referees, including your most recent line manager/s.

Applications should be forwarded via email to employment@gegs.wa.edu.au.

APPLICATIONS CLOSE AT 9AM ON FRIDAY 28 NOVEMBER 2025.

The School reserves the right to appoint at any stage throughout the process.