

## POSITION DESCRIPTION

|                                     |                                                                |
|-------------------------------------|----------------------------------------------------------------|
| <b>Title:</b>                       | ICT Support Officer                                            |
| <b>Reports to:</b>                  | ICT Manager, Business Manager, Deputy Principal                |
| <b>Direct reports to this role:</b> | Nil                                                            |
| <b>Internal Liaisons:</b>           | All Staff and Students                                         |
| <b>External Liaisons:</b>           | IT Service Providers and Vendors                               |
| <b>Terms and Conditions:</b>        | <i>Educational Services (Schools) General Staff Award 2020</i> |

### Geraldton Grammar School (GGS) Vision Statement

Geraldton Grammar School will provide outstanding education and a strong sense of community, cultivating people of integrity, independence of mind and a love of learning.

### Strategic Pillars

**Personalisation** - Ensure that our academic, co-curricular and wellbeing programs support and enable each member of a diverse student body to achieve their personal best.

**Staff** - Attract, retain and develop talented staff who are aligned with the school's values and work hard to achieve the purpose and vision for Geraldton Grammar School

**Our School Our Future** - Plan for and maintain sustainable funding that allows us to invest in infrastructure and programs to achieve our goals

**Community** - Positively engage with our local community, educational partners, parents and alumni to encourage and foster mutual respect and valuable opportunities for cooperation

### Service and Values

- All responsibilities and activities are to be carried out in accordance with GGS ethos, values, and standards of behaviour as set down by the School and as amended from time to time
- It is expected that individuals will demonstrate and promote service excellence and support the School in its objectives at all times
- Participate in professional development activities conducted by GGS as required or directed
- Support the Christian teachings and ethos of the School in the Anglican tradition

### Child Safety Commitment

All students who attend GGS have a right to feel and to be safe. The wellbeing and safety of all students in our care is our first priority and we have a zero tolerance to child abuse. The protection of students is the responsibility of everyone who is employed at or is engaged by GGS in child-connected work. To ensure the safety and best interests of all students, we take into account the needs of those with an Aboriginal or Torres Strait Islander heritage, those from culturally and/or linguistically diverse backgrounds and those with a disability.

### Staff Obligation to Child Safety

All staff at GGS take an active role and are well informed of their obligations in relation to Child Safety under Ministerial Order No. 870 Child Safe Standards. The GGS Child Safety Commitment is incorporated into the School's employment cycle from recruitment and reference checking to induction and a commitment to regular Professional Learning. All staff at GGS are required to sign a statement that they have read, understood and agree to abide by the GGS Child Safety Policies and the GGS Staff Code of Conduct.

### The Role

This role supports the ICT Manager to provide stable and secure operation of application and database platforms by integrating, maintaining and auditing identity management systems and providing technical support across the school community.

This role holds shared responsibilities, including diagnosing and repairing hardware or software faults, resolving network issues, data input, dealing with vendors and ensuring database and user accounting information is up to date.

ICT Support Officer will serve as the first point of contact in providing advice and technical support to staff and students on a broad range of hardware and software platforms, within the ICT environment.

#### **Duties and Responsibilities:**

- Ensure ICT requests by staff and students are responded to promptly and effectively via phone, in person or remotely.
- Follow standard help desk operating procedures and accurately log help desk tickets.
- Assist with regular software and hardware audits to maintain control of licenses and subscriptions.
- Assist with the creation and maintenance of ICT documentation.
- Report all cyber security incidents to the ICT Manager, or the appropriate Head of School.
- Assist with ICT team project delivery, compliance, and reporting tasks.
- Perform IT maintenance tasks over term break holidays.
- Assist with new or existing user accounts and device management, ensuring information is kept up to date and relevant.
- Become familiar with available resources and stay updated on school management technology changes or problems.
- Escalate complex problems to senior technical staff when necessary.
- Testing and Tagging of all portable electrical equipment, as per the schedule.
- Perform other duties as assigned by the ICT Manager, Business Manager or Deputy Principal.

#### **General Expectations:**

- Be actively involved in School activities.
- Be an active member of the School's Information & Communication Technology Committee.
- Become familiar with School policies, services, and staff.
- Uphold and adhere to the staff code of conduct.

#### **Workplace Health and Safety**

- Complies with the school's Workplace Health and Safety policy, safe work procedures, instructions and rules, particularly in the correct use of equipment.
- Identifies any unsafe behaviour, or unsafe or unhealthy conditions, and report these to the Principal.
- Adopts risk management strategies to minimise risk of injury to people and property in the workplace.
- Responsible for own health and safety and for the health and safety of others in the workplace who may be affected by your acts or omissions at work.
- Co-operates with the Principal or other person so far as is necessary to enable compliance with any requirements under the Work Health and Safety Act 2020 (WA).

The above is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

#### **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

| <b>REVIEWED BY:</b>                  | <b>DATE</b> |
|--------------------------------------|-------------|
| Adam Baumgartner                     | 13/05/2021  |
| Mark Wilkinson reviewed and accepted | 28/07/2021  |
| Rory Evers – ICT Manager             | 25/09/2025  |