

POSITION DESCRIPTION



The Cathedral School
of St Anne & St James
T O W N S V I L L E

ROLE TITLE:

Information Technology Officer (IT Officer)

REPORTS TO:

Ian Gamack (Principal)

Ben Dallimore (Director of ICT)

Kevin Seaman (IT Manager)

INDUSTRIAL AGREEMENT:

The Queensland Anglican Schools Enterprise Agreement

CLASSIFICATION:

School Officer – Technology & Communications

Level 3

COMMENCEMENT DATE:

March 2022

We are seeking an Information Technology Officer to provide ICT systems support to staff and students of The Cathedral School. The position is primarily involved in frontline service including: responding to IT enquiries and service requests; helpdesk administration; maintain and update classroom technologies; and respond to software, hardware, and network issues promptly and efficiently. This role, even though predominantly administrative, also involves work with teachers, administration and students in the support of our school Technology teaching and learning and delivery of classroom and school-based programs and events. Being able to work collaboratively is an important skill in this role.

This is an amazing opportunity to work in a fabulous school with a great team of professionals. At Cathedral we are excited about the future, and we cherish the opportunity to invest in the leaders of tomorrow. If you are a dynamic and passionate individual who has the above qualities, this position may be what you are looking for.

The Cathedral School of St Anne & St James located in Mundingburra is Townsville's only Independent Anglican School for boys and girls from Early Childhood to Year 12 and boarding students from Year 7 to 12. The school is set adjacent to a lagoon and lush tropical rain trees creating a wonderful canvas to inspire learning and creativity. At Cathedral we 'educate for life-long success'.

ORGANISATIONAL ENVIRONMENT

The Cathedral School is an Anglican co-educational school of approximately 1100 students from six weeks old to Year 12 including 170 boarding students from Years 7 to 12.

MISSION:

The mission of The Cathedral School is to be a caring, Christian community in which students are challenged and inspired to explore, learn, and grow so they will be equipped to make wise decisions as informed members of society.

AIMS:

1. To be a centre for academic excellence.
2. To encourage an understanding that the spiritual and moral aspects of life are central to our humanity.
3. To affirm the unique worth of the individual.
4. To inspire our students through creative, purposeful, enjoyable learning, to reach their full potential.
5. To develop attitudes which are anticipatory, visionary, and reflective.
6. To educate our students to be discerning, sensitive, and responsible.

ORGANISATIONAL EXPECTATIONS

All employees are expected to respect the confidentiality of the individual, and to treat all members of the school community with courtesy.

All employees are bound by the requirements of the school's policies, procedures and any other practices (such as the Code of Conduct and Dress Code) and are expected to provide appropriate support and pastoral care to students of the school.

The Cathedral School is committed to maintaining a healthy and safe work environment. Everyone must adhere to the *Workplace Health and Safety Act*.

The Cathedral School is committed to the safety and wellbeing of children enrolled at the school. As a condition of employment in accordance with the *Working with Children (Risk Management and Screening) Act 2000* (Qld), employees are expected to obtain and hold for the duration of employment, a current Suitability Notice (Blue Card).

Staff are required to take an active role and be well informed regarding their legal obligations in relation to child safety and duty of care. Staff must familiarise themselves and comply with the school's Student Protection Manual.

Proof of qualifications will be required prior to commencement.

The position description is a guide only and is not intended to be an exhaustive list of duties attached to this position. Employees may be required, from time to time, to undertake duties that are outside their usual role or specialism, but within their skills, competency, and capability.

Much of the information gleaned by staff during the course of their duties is confidential and should be treated as such. Staff shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways, which are inconsistent with their obligation to act impartially. Nor should such information be used improperly cause harm or detriment to any person, body, or the school.

PRIMARY ROLE PURPOSE

The Information Technology Officer is a full time position working 46 weeks per year. The position requires a passionate information technology enthusiast who is motivated by the challenges of a continuously evolving environment and exceeds expectations by providing exceptional IT support.

The position's role is to work within the IT department to assist them with their large workload in the provision of information technology services to the school. You will be required to perform a range of IT functions in accordance the school's approved policies and procedures in a timely and accurate manner. The role will be required to provide training, deliver help-desk software and hardware support, whilst constantly looking to stay ahead of the technological advances being made within the school system to benefit staff and students.

As an IT Officer, you will be required to fulfil the following main functions. These being:

1. Communicate with teachers daily, offering technical support and ongoing solutions.
2. Support students with technical issues on MacOS and Windows BYO Devices on a one-to-one basis.
3. Maintain and update classroom technologies such as Interactive Flat Panels and screensharing devices.
4. Liaise with third party vendors to manage printer and hardware fleets.
5. Manage user accounts and related access profiles.
6. Respond as required to software, hardware, and network issues promptly and efficiently or escalate as required.
7. Assist in monitoring critical network infrastructure.
8. Actively research new technologies to assist our thriving learning community of excellent practitioners and curriculum innovators.

The position is expected to support the school community (Principal, staff, students, and parents) in the continued promotion of the philosophy of the school which is founded on the Mission Statement.

RELATIONSHIPS AND AUTHORITY

The position is responsible to the Director of ICT through the IT Manager and is expected to work in consultation with all members of the school. The Employees at this level are responsible and accountable for their own work and may have designated responsibility for the work under their control.

The IT Officer's role spans across the whole school; Early Learning Centre, Junior School, Middle School, Senior School, Boarding and Administration and is expected to plan and coordinate the tasks assigned by the IT Manager and carry out these duties under general supervision, using established procedures, practices, and instruction.

Problems are solved by reference to established practices and procedures, and the application of initiative or judgement in applying them or by reference to the Director of ICT or IT Manager.

The position involves communication via telephone, email, correspondence or in person with staff, students, and parents.

Experienced employees may be required to provide peer guidance and train less experienced staff in their area of knowledge.

SKILL AND KNOWLEDGE

ESSENTIAL CRITERIA

The IT Officer will be required to meet the following Essential Criteria and actively work towards obtaining the desired competencies, knowledge, and skills.

Qualifications

- Certificate IV in IT is the minimum formal qualification. Experienced IT Officers without formal qualifications who possess the skills and abilities outlined below may be deemed as equivalent to above qualifications dependent upon the area of experience.
- Valid Working with Children Check (Blue Card).
- A COVID-19 digital certificate or immunisation history statement indicating full vaccination status.

Competencies, Knowledge & Skills

- A customer service focus with attention to detail.
- Strong familiarity with Microsoft Office.
- Advanced user knowledge of Windows, MacOS and iOS systems.
- Experience with troubleshooting network and software issues on Windows, MacOS and iOS devices.
- Ability to communicate effectively with a diverse group of people and be able to explain technical issues in 'plain English'.
- A good understanding of technology trends.
- Advanced interpersonal skills, including listening, communication, and consulting skills, that build and maintain positive and productive working relationships.
- Ability to organise and prioritise own work activities and schedules to meet established deadlines and achieve high quality work outcomes.
- Ability to problem-solve and be proactive in the workplace.
- Time management and organisational skills.
- Ability to demonstrate maturity, flexibility, creativity, and initiative within work role.
- An understanding of work health and safety and anti-discriminatory practices.

Desirable Qualifications, Competencies, Knowledge & Skills

- Experience providing customer-facing IT support.
- Desire to gain more skills and experience in IT administration.
- Experience with Audio Visual equipment.
- Familiarity with wide range of software used for education such as Adobe Creative Cloud Suite, Microsoft OneDrive and Teams.

KEY ACCOUNTABILITIES

The IT Officer's role spans across the whole school; Junior School, Middle School, Senior School, Boarding and Administration. Whilst the duties of the IT Officer are under the direction of the IT Manager, the IT Officer is expected to plan and coordinate the tasks assigned by the IT Manager or Director of ICT and carry out these duties under the general supervision of the IT Manager.

Support students and staff

- Offer technical support on a daily basis.
- Communicate solutions through one on one training or group training sessions.

User accounts and related access profiles

- Create new and remove old users.
- Create profiles and user directories.
- Assist users in resetting passwords and troubleshooting access difficulties.

Software and Hardware support

- Imaging and deploying new devices to staff and classrooms.
- Maintaining and updating classroom sets of devices of Windows laptops and iPads.
- Maintaining and updating classroom technology such as Interactive Flat Panels.
- Troubleshooting various issues in a wide range of education software.
- Troubleshooting hardware issues on school-owned devices and liaising with vendors for warranty.
- Providing best-effort support for a wide range of student BYO devices.

Help Desk

- Provide support to users such as staff, students and parents. This may include assisting with login or email problems and providing support for applications.
- Ensure that technical support requests and resolution of the same are monitored and documented as required.
- Ensure technical support requests or projects are attended to within defined response times and that students and staff are informed of progress and completion of the task.
- Assist users in recovering lost or deleted files.
- Identify patterns suggesting larger network or infrastructure issues and work with the ICT team to find solutions.
- Provide technical support in the STEM area to staff and students.
- Present uses of new technologies at IT meetings.
- Working with the ICT team to handle all maintenance issues that cannot be resolved in defined response times or that require assistance.
- Communicate solutions to staff through one on one training or group training sessions.

Other

- Maintain asset register.
- Maintain and update technical knowledge as required.
- Take responsibility for projects as assigned by IT Manager.
- Maintain confidentiality of information regarding students, parents, teachers, management, and staff.
- Work as part of the team to achieve the aims and objectives of the school and develop cooperative relationships.

- Be clear about action to be taken in the case of emergencies.
- Staff meetings and professional development sessions are attended when instructed to attend.
- Relieve in other positions in the office in the absence of the incumbent.
- Perform any other duties requested by the Director of ICT or IT Manager.

APPLYING FOR THE POSITION

Applicants wishing to apply for the position are required to submit a **cover letter** and a **resume** outlining their experience providing 3 work references to which the school can contact. Applications close 19 June 2022.

Please send applications to:
Human Resources
The Cathedral School,
Email: hr@cathedral.qld.edu.au