

# ICT Technician

*Faith Diligence Love*

March 2024

**SUNCOAST**  
CHRISTIAN COLLEGE



## POSITIONS VACANT

Suncoast Christian College is established as a ministry of Suncoast Christian Church, a member of International Network of Churches Australia. Situated on the beautiful Sunshine Coast, this well-established Pre-prep to Year 12 co-educational, Christian College of over 1000 students invites applications from suitably qualified passionate and dynamic applicants with who are supportive of the aims of Christian Education.

The College is looking to employ an ICT Technician working on a full-time basis.

The successful applicant will be a committed Christian and have appropriate educational qualifications to perform the role at a high standard.

This is a permanent full-time position commencing from March, 2024.

Applications are made by electronic submission. Applicants are to complete and submit the on-line Application for Employment form on the College website. The form enables applicants to attach covering letters and CV and other supporting documentation and then submit their application.

Completed applications must be submitted by 14 March 2024.

Queries about the position can be made to Jordan Meads at [jmeads@suncoastcc.qld.edu.au](mailto:jmeads@suncoastcc.qld.edu.au). Receipt of your application will be acknowledged by email.

## THE SELECTION PROCESS

Short-listing will be undertaken by members of a selection panel. All applicants will be notified of the selection panels' decisions within two weeks of the closing date.

Only short-listed applicants will be interviewed. The interview will consist of a series of questions based on determining the capacity of the applicants to undertake the role description. Applicants will be given the opportunity to explain and expand on the information provided in their application.

Applicants may be required to give examples of how they would handle case scenario situations.

All applicants will be notified of the outcome of interviews and unsuccessful applicants may, at the discretion of the panel, obtain feedback on their application and interview by contacting the selection panel.

## GENERAL EMPLOYMENT CONDITIONS

Wages and conditions of employment will be in accordance with the relevant award and the Suncoast Christian College Collective Enterprise Agreement.

Payments are made directly to a bank/credit union account on a fortnightly basis. The College is a smoke and alcohol free environment. No smoking or alcohol consumption is permitted on campus or whilst operating any vehicle.

Policies and procedures are in place for College staff including those required by workplace laws. It is important that these policies and procedures are adhered to. The College is committed to a safe and healthy workplace and has various policy and procedure documents including a Workplace Health & Safety policy.

All new employees undergo an induction upon commencement of employment.

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	ICT Technician
<b>EMPLOYMENT STATUS</b>	Full-time
<b>EMPLOYMENT INSTRUMENT/S</b>	<i>Suncoast Christian College Enterprise Agreement 2021</i>
<b>RATE</b>	EA School Officers starting at Level 2, Step (will be dependent on qualifications & experience)
<b>DAYS</b>	Monday to Friday 8:00am to 4:06pm (30 minutes <i>unpaid lunch break included</i> )
<b>SECTION</b>	Information & Communications Technology
<b>MAIN PURPOSE OF THE JOB</b>	Information Technology Support and Assistance
<b>POSITION IN THE ORGANISATION</b>	<i>(see Staff Responsibility Flow Chart)</i>
<b>DIRECTLY RESPONSIBLE TO</b>	ICT Manager

### POSITION OVERVIEW

The ICT Technician is the first point of contact for ICT support to the College community and is pivotal in maintaining our fleet and identifying user needs. This role is part of a collaborative and dynamic team, and as a member of the ICT Services Team the ICT Technician assists with the implementation of new systems, the maintenance of existing systems and assists in the training of ICTs where required.

The successful applicant would be a suitably qualified, highly motivated, proactive team player with excellent communication skills, both written and verbal, and high-level computer skills. Current experience in a school setting would be highly regarded.

### KEY AREA OF RESPONSIBILITY

*Consistent with the Biblical basis of the College:*

The ICT Technician will work as part of a collaborative ICT team and contribute to the effective and efficient operation of the College's ICT systems through specific duties, including but not limited to:

- Manning a helpdesk which provides support to staff, students, and parents by resolving ICT problems through various channels such as telephone, face-to-face, online, or email.
- Perform installation, maintenance and upgrading of ICT throughout the college.
- Liaise with 3<sup>rd</sup> party vendors for resolutions in regard to device repairs and hardware/software support.
- Assist College staff and students with device and software set up.
- Provide training for new staff, ensuring they are equipped with the necessary knowledge and skills to utilize the ICT facilities effectively.
- Demonstrate the use of technology, software, and new equipment features to staff, students, and parents, facilitating their understanding and effective utilisation.
- Provide classroom technical support including audio/visual issues.

- Manage the escalation of tickets within the Service Desk system related to areas of responsibility, ensuring timely, quality service to customers.
- Escalate unresolved issues to the ICT Systems Engineer in a timely manner.
- Use effective communication strategies with a commitment to high-quality customer service principles and practices ensuring customers are kept informed regarding resolution efforts.
- Support the use of Office 365, in particular Teams, OneNote & OneDrive.
- Support and administer Microsoft Active Directory, Exchange Online, Azure AD, ADFS, Office 365 and other Microsoft solutions.
- Identify and mitigate security concerns such as stale identities, unpatched systems and unsupported software versions.
- Assist with the management of ICT assets, including the loaning of devices.
- Perform daily system monitoring tasks such as IP Phones, CCTV cameras and PA Systems
- Actively assist with updating, maintaining, and monitoring the Colleges' digital systems to ensure the uptime, security, and performance reliability of the environment.
- Build and maintain comprehensive online, in-house support documentation to assist users with common queries and troubleshooting.
- Assistance on ICT projects, as assigned.

### Other Duties

- Any duties not listed but as directed by the Principal or ICT Manager
- Undertake formal and informal training to improve skill set in hardware/software used by the College.
- Attend and actively participate in regular meetings with the IT and Information Systems team, contributing to discussions regarding the school's ICT facilities, plans, and strategies.
- Assist ICT Staff such as ICT Manager and as required in executing their duties and responsibilities.
- Conduct, attend and assist with training sessions conducted in house by ICT.

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.

### KNOWLEDGE AND SKILL REQUIREMENTS

*The ICT Technician will have:*

- Demonstrated capacity to be self-motivated, to actively seek new challenges and adapt to changing information environments.
- Proven strong client focus and a commitment to providing effective services to clients.
- High level of computer literacy, including the use of various software.
- High level written and oral communication skills.
- Comprehensive knowledge and understanding of the operations of an Independent College.
- Maintain current working with vulnerable people registration.
- Strong organizational skills with the ability to prioritize effectively, managing a wide array of tasks in a dynamic and busy environment, ensuring that responsibilities are carried out timely and efficiently.
- Maintain a high level of resilience and emotional agility.
- Possess personal responsibility and adaptability to manage, navigate, and implement changes collaboratively and effectively.
- Excellent interpersonal and problem-solving skills, allowing for the effective management and resolution of conflicts through collaboration and teamwork.
- The ability to act with integrity, professionalism, and confidentiality.

## GENERIC WORK SKILLS & DISPOSITIONS

### Interpersonal Relationships

- work effectively and co-operatively with other team members;
- considers impact of own actions on other team members, students and parents; and
- is committed to behaviour that reflects the Fruits of the Spirit and in a manner that fosters a positive team approach.

### Professionalism

- attendance at meetings;
- punctuality and adhering to timelines;
- dress standard;
- engagement and contribution; and
- adherence to code of conduct.

### Analysis & Problem Solving

- breaks information into component parts, patterns and relationships whilst maintaining a sense of big picture and purpose;
- seeks further information or a greater understanding of a situation;
- uses logical and rational judgement and criteria;
- approach is underpinned by Christian worldview; and
- thinks and works ethically and wisely.

### Communication

- confidently represents self and the College;
- effective in verbal, written, and electronic communication within and outside the College; and
- adjusts style to suit the person and the scenario.

### Forward Thinking & Planning

- anticipates tasks, situations and future events taking into account the College calendar, colleagues and others;
- manages time effectively; and
- anticipates implications due to changed circumstances.

### Responsibility & Accountability

- demonstrates initiative;
- responds positively to accountability and direction; and
- is accountable for their decisions and individual outcomes.

### Adaptability

- adopts a flexible approach to new or changing situations;
- is open to suggestions for doing things differently; and
- encourages others to embrace new ways of doing things.

### Decisiveness

- prepared to make decisions;
- makes timely decisions;
- commits to a definite course of action; and
- decisions and actions taken are appropriate to the situation.

### Productivity

- has processes to achieve required outcomes;
- maintains quality at all times; and
- uses assigned resources to achieve desired objectives.

### WORK HEALTH & SAFETY

- promote a positive safety culture in the College;
- support the Principal in the establishment of a WHS Management System and in the carrying out of various roles and responsibilities in WHS;
- assist with the integration of the WHS Management System with other management functions of the College;
- comply with the College's WHS policy, safe work procedures, instructions and rules;
- identify any unsafe behaviour, or unsafe or unhealthy conditions and report these to the Business Manager;
- adopt risk management strategies to minimise risk of injury to people and property in the workplace;
- be responsible for own health and safety and for the health and safety of others in the workplace who may be affected by acts or omissions at work;
- cooperate with the Principal or other person so far as is necessary to enable compliance with any requirements under the Work Health and Safety Act 2011 and the regulations that are imposed in the interests of health, safety and welfare of the College or any other person;
- attend WHS education and training opportunities, as provided and apply learning;
- report or make such recommendations as they deem necessary to eliminate or minimise any hazards of which they are aware, regarding working conditions or methods;
- ensure own work areas are tidy and safe;
- cooperate in the annual WHS auditing process;
- specific WHS roles and responsibilities include:
- perform duties in a safe and responsible manner;
- comply with reasonable instructions from the Business Manager to carry out a safe work procedure;
- wear supplied personal protection equipment;
- be familiar with the safety data sheets (SDS) for any chemicals used and abide by the directions therein, particularly for use and storage;
- seek approval from the Business Manager prior to the purchasing of chemicals/equipment;
- do not bring unapproved chemicals on site; and
- co-operate in the annual WHS auditing process.

## OTHER TERMS & CONDITIONS OF POSITION

- a) **Confidentiality** - The College's affairs are to be treated as confidential and are not to be discussed or disclosed to unauthorised persons or entities and you must undertake to preserve this confidentiality at all times whether or not employed by the College.
- b) **Professional Development** - You shall undertake such in-service training or other professional development seen as necessary by the College to maintain high standards and shall participate in the College's performance review program and bring to the attention of the Business Manager, any needs for personal professional development.
- c) **Inherent Requirements** - You are required to acknowledge that it is an inherent requirement of the position to conform with the doctrines, tenets, beliefs or teachings of Christianity as espoused and interpreted by the College.
- d) **Working Hours** – Your working hours are in accordance with the collective agreement and this duty statement.
- e) The College retains the **right to re-allocate or change your duties** as the need arises, in accordance with the consultation provisions of the collective agreement.

*(NB: Where appropriate duties can be delegated to volunteers, however, final responsibility for all the duties listed remains with the employee. Privacy Act issues are to be considered when delegating work to volunteers.)*

