PRINCE ALFRED COLLEGE

Role Profile:
Information Communication and Technology (ICT) Support Officer

The ICT Support Officer is responsible for providing high-quality, timely and customer focussed ICT support and will engage with staff, students and parents in a professional and personable manner at all times.

Reports to:

Director of ICT Services.

Other Key Relationships:

ICT Services Team, School Services Team, Teaching Staff and students.

Key responsibilities include the following:

1. **General**

   - Providing ICT support to the highest standards of service to all members of the College community;

   - Contributing to the efficient and effective operation of the ICT Services Team;

   - Interacting with others in a professional and personable manner at all times;

   - Identifying opportunities to improve the ICT services at the College;

   - Assisting in the development of strategies and the execution of projects relating to ICT at the College; and

   - Keeping the Director of ICT Services fully informed about all ICT-related matters.

2. **Customer Service**

   - Delivery of service in line with the ICT Service Standards Policy and School Services Customer Service Charter;

   - Identifying, recommending, and driving changes to improve the quality of service; and

   - Effectively employing the Help Desk function to ensure user confidence in information systems throughout the College.

3. **Technical Services**

   - Assisting students and staff with computer related issues across all College campuses;

   - Assisting students and staff with application services including email, file and print, School- and Learning-Management applications as well as other faculty-specific applications;

   - Maintaining currency of key services including printing, anti-virus protection;

   - Maintaining College owned student and staff devices, ensuring they are functioning correctly and operating current software applications;

   - Managing online service requests via the School Services Support portal;

   - Managing and supporting printers and multi-function devices across the College;

- Maintaining projectors and other classroom audio/visual equipment to a consistent and good working standard;

- Maintaining licensing for on-campus and off-site usage of key applications;

- Configuring and support of VoIP based phones across the Kent Town campus;

- Supporting the on-boarding of staff and students, ensuring they are able to operate the College ICT services; and

- Assisting parents with any matters relating to the College's online services, including the Parent Portal.

4. **Educational and ICT Literacy**

- Providing ad-hoc assistance and training to staff and students to improve their ICT literacy;

- Remaining abreast of latest developments in ICT to improve use across the College; and

- Promoting and encouraging best practice in ICT among all staff.

Key Knowledge and Skills:

1. Excellent communication skills both verbally and written – a positive and encouraging interpersonal style, and a strong customer focus;

2. Excellent time management skills, and ability to prioritise workload and perform under pressure;

3. A commitment to working constructively in a small team and taking responsibility for organising own work;

4. Ability to use a lateral approach to problem solving, demonstrating a logical thought process to achieve problem resolution;

5. Experience in the use and ability to learn a range of information and communication technologies and business systems; and

6. Proven ability to comprehend ICT technical concepts and apply knowledge gained to resolving ICT issues.

Tenure:

Permanent, full-time.

Salary:

PAC Enterprise Agreement

May 2021