POSITION DESCRIPTION: IT Support (Help Desk)

SCHOOL PROFILE

Grace Christian School is an independent, non-denominational, co-educational school affiliated with Christian Schools Australia and is a ministry of Dreambuilders Church. The school is conveniently located within the City of Bunbury, a growing coastal regional city, 187km south of Perth. The current school enrolment is approximately 700 students from Pre-Kindergarten to Year 12, and provides Bible based education in an atmosphere of Christian community.

GRACE STAFF

Grace Christian School staff are all committed Christians and play a vital role in enabling the school to deliver on its educational commitment to both its parents and students.

The following statements are intended to describe the general nature and level of work expected and being performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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1. REMUNERATION AND CONDITIONS OF APPOINTMENT

- WA Christian Schools Non-Teaching Staff Multi-Enterprise Agreement

1. **POSITION OBJECTIVES**

   1.1 General objectives of the position:
   - Provide Help Desk and Network support for IT users to enhance the educational and administrative processes of the School.
   - Assist the IT Manager with the administration and management of the school's information technology resources.

   1.2 Objectives within the school:
   - Assist staff and students in the school community utilise the schools network to efficiently achieve the schools vision and goals.

2. **REQUIREMENTS OF THE POSITION**

   2.1 Personal Qualities and skills:
   - Well-developed planning, communication and organisational skills.
   - Able to provide high level support to end users of hardware and software in the school environment for users of mobile devices.
   - Able to generate positive relationships within the school and the broader community.
   - Conceptual and analytical skills.
   - Strong attention to detail and excellent customer service orientation.

   2.2 Knowledge
   - Understanding of Windows and Apple devices in a school environment.
   - Microsoft Office
   - A good understanding of networking and the use of wireless technology.
   - Demonstrated understanding and experience with software applications for desktop and mobile devices.

2.3 Experience
- Relevant IT service and desktop support experience.
- Wireless network user support experience.
- Demonstrated experience troubleshooting internet and networking equipment.
- Understanding of networking principles and experience in troubleshooting connectivity and other operational issues.
- Experience in a 'help desk' role responding to user request for assistance.

2.4 Qualifications and/or Training
- Formal qualifications in Microsoft will be highly regarded

3. **KEY DUTIES / RESPONSIBILITES**
- Assist the IT Manager to maintain efficient operation of all computers and Laboratories and general learning areas, carry out troubleshooting of user problems and instigate corrective action.
- Provide desktop and network support for IT users.
- Maintain efficient operation of all mobile devices and peripheral equipment in all learning areas.
- Undertake the setup and installation of new hardware and manage device upgrades.
- Assist staff in operational issues and internal communications to improve effective use of mobile technology across the school.
- Undertake relevant projects as required.
- Restore failed devices to good working order using disaster recovery strategies.
- Ensure that school policies are adhered to with regard to information technology use.

4. **ORGANISATIONAL RELATIONSHIPS**

Responsible to:
- IT Manager

Internal Liaison:
- IT Committee, Innovative Learning Committee
- Teachers and students

External Liaison:
- Manufacturers and vendor (provision for Warranty and Support)
- Parents

5. **SELECTION CRITERIA**
- Demonstrates a credible profession of faith in Jesus Christ as Lord and Saviour.
- Attends a local Christian Protestant church on a regular basis and is willing to serve the vision of the church and school in Christian education.
- Has appropriate experience in a similar IT Service Desk role and can demonstrate the necessary knowledge and skill set to successfully fulfil the position objectives.

6. **OTHER RELEVANT INFORMATION**
- The position would be expected to contribute to IT committee meetings when required and undertake specific installation activities and special projects.
- Some after-hours work may be required.