



# SOUTHERN HIGHLANDS CHRISTIAN SCHOOL

**Job Title:** IT Support Technician

**Term:** Full-time 2024

**Appointed by:** Principal

**Report to:** IT Manager

## Job Description

### Purpose

The purpose of the role is to provide effective Level 1 and Level 2 technical support to end users and to maintain the daily operation of IT systems and services of the School. The IT Support Technician will be the first point of contact for users seeking support and will prioritise effective technologies for teaching and learning.

### Qualifications

Certificate IV in Information Technology (or working towards) desirable.

IT service management (eg. ITIL) desirable.

### Key Attributes, Skills and Experience

- Demonstrate a sound theological understanding of the Bible and the place of digital technology in God's creation.
- Passionate about the effective use of digital technology for enhanced teaching and learning opportunities and outcomes.
- Lives out personal faith in Christian community, through active membership and participation in a local Christian church.
- Be actively supportive of the Christian ethos of the School.
- Commitment to ongoing learning and professional development.
- Follows a logical and analytical approach to troubleshooting, displaying an ability to think laterally.
- Strong verbal and non-verbal communication skills, including the ability to communicate technical information in a non-technical way to staff and students.
- 2+ years experience successfully supporting end users in a busy IT environment
- Experience in end-user device support and management including Windows, MacOS, iPadOS and Chromebook.
- Sound understanding of Active Directory.

- Experience supporting users in the Google Workspace environment.

## Responsibilities

The IT Support Technician will provide responsive first and second level technical support to end users including staff, students and parents. You will also support the IT Manager with larger projects as is appropriate. The key responsibilities of this role are outlined below.

### Provision of effective support.

The IT Support Technician will be generally responsible for:

- The provision of effective ICT support to students, staff and parents.
- Assisting in the training and education of end users in the effective use of relevant digital technologies.
- The deployment of end user devices.
- Develop and maintain effective internal documentation.
- Supporting the use of classroom audio / visual needs.
- Basic server and client operating system administration including user management, security management, backup and others.

## Duties

### IT Support

- Seek to resolve various hardware and software incidents.
- Prioritise the effectiveness of technology for learning.
- Ensure a timely response to all ticket-based requests with a focus on enabling teaching and learning.
- Liaise with internal clients to understand needs and provide effective, consultative solutions.
- Be willing to teach end users while addressing their issues.
- Escalate requests to 3<sup>rd</sup> party vendors as required.
- Ensure effective and ongoing communication with end users.

### Device Management

- Use MDM system to ensure end user devices are always running the latest stable OS.
- Manage student chromebooks including updates, deployment and repairs.
- Manage student iPads including updates, deployment and repairs.

## User Management

- Reset user passwords as required.
- Allocate appropriate roles in Active Directory.
- Support the IT Manager as required with AD changes and modifications.

## Application Support

- Support the IT Manager in the maintenance and effective use of the suite of application software in use at SHCS including:
  - TASS
  - Schoolbox
  - Google Workspace
- Stay abreast of technologies used by the school and in the education sector more generally, providing recommendations to the school for future improvement and growth.
- Escalate application support tickets to 3<sup>rd</sup> party support as necessary.

## Infrastructure Support

- Support the IT Manager in the installation and maintenance of all learning technologies and infrastructure as required.
- Support the IT Manager in the process of commissioning and maintaining infrastructure including:
  - Servers and storage
  - Switching and WiFi
  - Printing and copying
  - Cabling
  - Telephony
  - Bells and PA
  - Classroom Audio / Visual
- Undertake routine maintenance of the school's technology equipment.