



## ROLE DESCRIPTION

### IT TECHNICIAN

#### 1. ROLE PURPOSE

To contribute to the IT team by managing and supporting the client operating environment of the School Network. To support the Infrastructure and Service Desk Manager by contributing to the development and implementation of projects involving deploying and migration of PCs, Laptops, Mobile Devices, desktop operating systems, application software and audio visual.

#### 2. ROLE RESPONSIBILITIES

The IT Technician's role reports to the Head of IT / Service Desk Manager and ultimately to the Headmaster.

#### 3. ROLE ACCOUNTABILITY

##### Organisational:

##### Management and Support of Network Client Environment

- Be an active part of the 1:1 mobile device program, including taking delivery, imaging configuration and deployment of the devices to Students and Staff;
- 1st Level support of the teachers and staff with regards to user accounts, email, passwords, file permissions, etc.;
- 1st Level support of network problem such as faulty cables, wireless access points, SSID's etc;
- Installation and support of various software and peripherals on staff and student machines;
- Lending support for the installation and setup of Audio Visual equipment around the school – laptops, projectors, sound systems, etc.;
- Troubleshoot and resolve issues with AV equipment in the classroom and other spaces across the campuses;
- Entry of new assets into asset registry and update records when assets are reassigned;

- 
- Manage Digital Signage screen content across the campuses;
  - Assist in the management of the Equitrac print monitoring system;
  - Assist the Infrastructure team when required with the installation of the equipment;
  - Collaborate with the School's ICT Integrators to keep up-to-date with the latest trends in education technology, provide suggestions for suitable apps and assist with projects;
  - Be vigilant for any trends that may lead to a compromise in the security of the network

#### Project and Technical Development

- To support the IT Department with active participation in product solution evaluation, technical research, testing, project management and formulation of client usage policies & good practices;
- Keep abreast of current computing and AV software developments and technologies;
- Provide technology advice to the Knox Community; and
- Provide relevant user support & training.

#### Authority

- On a day to day basis, first report is to the Service Desk Manager;
- Long term performance and development will fall under the responsibility of the Head of IT.

#### Performance Indicators

- The primary indicators are KPI's set for the resolution of Support requests;
- Anecdotal feedback from "customers" and colleagues will also be taken into account;
- General workplace behaviour will also form part of the performance criteria such as personal appearance, communication, on time attendance etc.

#### General

- Demonstrate a positive attitude towards colleagues, users and their needs;
- Work in areas of the school in other job related tasks as circumstances require;
- Operate within the policies of the School;
- Maintain a standard of personal image in keeping with the role;
- On an annual basis, complete a Review and Development exercise and undertake identified development opportunities; and
- Maintain an accurate and up to date record of all Professional Development opportunities.

#### Work Conditions

- Occasional evening and weekend work to meet deadlines;
- On-call availability for emergency issues; and
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

#### Special Conditions – Trainee Technician Positions

- 
- At certain times a Trainee Technician position is made available on a yearly contract basis;
  - The Trainee Technician is a junior role ideally suited to an undergraduate working towards a degree in a computer or technology related field;
  - The position is available for 2 days per week during term time and 5 days per week during holidays;
  - Whilst the scope and responsibilities for the Trainee position are covered in the above IT Technician job description, the role will require extra supervision and support from the Help Desk Manager and other IT Technicians.

#### Team Leadership:

- To promote and support the Continuous Improvement Program and strategic objectives as outlined in the Departmental Operational Plan
- To lead and foster a culture of continuous learning, improvement and accountability

#### Customer Service:

- Ensure that the provision of highest quality customer service is delivered to all internal and external clients;
- Respond in a timely manner to requests for support via email, telephone and in person;
- Ensure user requests are logged into the Service Desk system;
- Ensuring allocated calls are seen through to resolution;

#### Relationships

- Head of IT through the Service Desk Manager, other IT team members;
- School Staff, Students and Parents in so far as dealing with technical problems that may arise for the end user.

#### Communication

- Maintain and develop communications systems between the IT team members;
- Develop sound communication with the administrative and faculty departments regarding their IT environment;
- Follow up on Service Desk queries, referring to colleagues as required; and
- Proactive feedback to the end users on the status of cases.

## 4. ESSENTIAL CRITERIA

- Highly self-motivated with a strong customer service orientation
  - At least 2 years' experience in a similar role
-

- 
- Working towards a tertiary qualification in a technical related discipline
  - Good working knowledge of mainstream desktops and networking technologies
  - Good working knowledge of printers and other pc related peripherals
  - Good working knowledge of classroom Audio Visual systems

## 5. DESIRABLE CRITERIA

- Previous experience working in an educational environment
- Experience working with Casper MDM Suite
- A+ Certification
- Apple OSX Certification
- ITIL Certified

## 6. WORK HEALTH & SAFETY

The incumbent will actively support and contribute to the maintenance and development of a safe working environment by:

- reporting incidents or accidents to the appropriate staff as soon as possible
- reporting any near miss incidents to the appropriate staff as soon as possible
- working within the WHS management systems that have been adopted by the School

*Please note:*

*All staff are subject to mandatory screening procedures in line with Child Protection Legislation*