



## ROLE DESCRIPTION

### IT HELP DESK TECHNICIAN

#### 1. ROLE PURPOSE

To contribute to the Service Desk team by supporting the school's 1:1 mobile device program, classroom audio visual systems and software applications. To serve as the first point of contact for staff, students and parents seeking technical support. To resolve in a timely manner, 1<sup>st</sup> and 2<sup>nd</sup> level technical queries, whilst escalating and working with colleagues, where appropriate, to ensure excellent customer satisfaction.

#### 2. ROLE RESPONSIBILITIES

The IT Help Desk 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 Apple 1:1 mobile device program, including taking delivery, imaging, configuration and deployment of the devices to students and staff;
- 1<sup>st</sup> / 2<sup>nd</sup> Level support of the teachers and staff with regards to user accounts, email, passwords, file permissions, etc.;
- 1<sup>st</sup> / 2<sup>nd</sup> Level support of network problems such as faulty cables, wireless access points, SSID's etc;
- Installation and support of various software and peripherals on staff and student machines;
- Liaise with the Infrastructure Team to provide 1<sup>st</sup> level support for VOIP telephone systems, network and wireless infrastructure;

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- Lend 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;
  - 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
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- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

#### 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, especially Apple OSX
  - Good working knowledge of printers and other pc related peripherals
  - Good working knowledge of classroom Audio Visual systems
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## 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*