ICT HELP-DESK/AV OFFICER
ROLE STATEMENT

Lourdes Hill College exists to inspire young women to create a better world. It is a place of educational expertise and sound learning procedures where individual differences and the potential of each student are respected. Young women are given the opportunity to pursue academic excellence and personal fulfilment in a culturally rich environment. They are encouraged to seek for truth and human wisdom enlightened by Christian values within a Benedictine framework.

The College aims to provide all students with a quality education, adequate access to computer facilities and up to date technology. Therefore, the College’s computing systems needs to be maintained at the highest level of operating efficiency and regularly upgraded to state-of-the-art technology. This requires constant researching of new hardware and software as well as constant training and support for teaching and support staff.

The ICT Help-Desk/AV Officer will work alongside the ICT Support Team and the AV Technician, which in turn works with staff and students to provide regular proactive and reactive ICT/AV support to increase and ensure the reliability of school curriculum ICT/AV’s requirements at Lourdes Hill College.

REPORTING RELATIONSHIP
- Reports to the Principal through the Head of ICT and Deputy Principal – Head of School

OPERATIONAL RELATIONSHIP
- Responsible to the Head of ICT working in conjunction with the ICT Services Team and the AV Technician

CHARACTERISTICS and QUALIFICATIONS
The work of the ICT Help-Desk/AV Officer is carried out under the limited supervision of the Head of ICT and the AV Technician. Work may be checked in relation to overall progress with outcomes sought under general guidance.

There is no supervision of other staff. No authority is given to expend funds or direct staff. It is expected that all ICT Services and AV Team members assist one another in busy times to ensure the efficient running of ICT Support Services.
SPECIFIC RESPONSIBILITIES

Helpdesk and Support
In conjunction with the broader ICT Services team:

- Support the installation, deployment and maintenance of PC and laptop hardware including the rollout of devices for the College student population.
- Provide high quality service support and participate in the implementation of systemic priorities and initiatives including:
  - Helpdesk filtering and responses to support enquiries.
  - PC / laptop / mobile device / printer support / and technical fault finding.
- Undertake diagnostic investigations and where necessary, arrange in-house or contractor repair and remedial action to ensure computer hardware and software meets the College’s academic and operational requirements.
- Assist in the development, documentation and implementation of ICT policies and procedures and technologies that represent best practice and continuous improvement, and undertake investigations and research as required.
- As required, install applications, including maintain compliance with the latest Windows upgrades and patches.
- Proactively monitor stock levels of consumables, spares and replacement equipment.
- Support the planned maintenance upgrades or enhancements requests for the department’s network infrastructure.
- As requested, assist in ensuring compliance with the College’s software licencing arrangements.
- As requested, support the College telephone system and the provision of design, planning and technical advice on telecommunications issues.
- As required, assist with phone cabling, patching and maintenance.
- Research IT technologies as required.

AV Support

- Maintain classroom and staff area AV/ICT equipment including the interactive whiteboard fleet, projectors, screens, and sound equipment.
- Assist the AV Technician with the set-up and operation of AV/ICT equipment in classrooms.
- Assist the AV Technician with the set-up, operation and dismantling of lighting, sound and vision equipment in performance venues, including the operation of such equipment for outside providers as required.
- Conduct day-to-day maintenance of AV equipment.
- Undertake multi-media tasks as required, including audio and video editing.

General

- Maintain the cleanliness and safe environment of ICT/AV equipment and work areas, following safe work practices and WH&S provisions.
- Assist with the maintaining of the IT and AV asset registers.
- As requested, undertake other support issues and other ICT/AV tasks.

Essential Skills and Attributes:

- Excellent verbal communication and personal skills and the ability to communicate with clients at varying levels of ICT and AV Literacy.
- The ability to work independently and as a part of a team.
- The ability to follow procedures from the creation of each task through to any documentation and record-keeping required at completion.
- The ability systematically and independently to analyse and diagnose hardware, software and end-user procedure errors.
- The ability to approach each task in a professional manner with absolute attention to detail and consistency.
- Excellent organisational and time management skills.
Highly Regarded Skills and Attributes:
- Knowledge and experience with a broad range of devices Windows, IOS and technologies.
- Experience with AV equipment such as projectors, stage lighting and sound systems.
- Experience supporting users running Windows 7/8, MS Office 2013 and Office 365.
- Qld Certificate of Education or equivalent.

The ICT Help-Desk/AV Officer will also undertake any other duties that emerge/are directed by the Principal that pertain to the role.

HOURS OF DUTY
38 hours per week – Monday to Sunday. Working days and hours will vary across the year dependent upon requirements and will be coordinated through a fortnightly roster.

When no events or special commitments apply, standard hours would be expected to be 8.00am – 4.00pm (Monday – Friday) inclusive of a 30 minute lunch break.

CONDITIONS
Full time position of 52 weeks per year including 4 weeks of Annual Leave.

SALARY
In accordance with School Officer Level 2 of the Catholic Employing Authorities Single Enterprise Collective Agreement (RI School of Queensland).