**SACRED HEART
GIRLS' COLLEGE**

ICT HELP DESK TECHNICIAN

POSITION DESCRIPTION

Sacred Heart Girls' College is a Catholic faith community enriched by the Our Lady of the Missions charism; a community where students are at the heart of all that we do.

We commit to honouring the uniqueness and gifts of each person by:

- Celebrating and strengthening our Catholic identity, history and heritage
- Creating an authentic, challenging, collaborative and safe learning environment
- Building a culture of excellence
- Adopting ethical and responsible practices that ensure sustainable use of resources
- Working in partnership with parents and the broader community

The ICT Help Desk Technician promotes the philosophy of the College as outlined in the Mission and Vision Statement. The ICT Help Desk Technician will provide students with a child-safe environment and be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.

The ICT Help Desk Technician plays a vital role in providing Level 1 technical support to students, teachers, and staff members in the school environment. This entry-level position involves troubleshooting, resolving, and escalating ICT issues and enquiries related to hardware, software, network connectivity, and other technology-related concerns. The primary responsibility of the ICT Help Desk Technician is to ensure prompt and effective resolution of technical problems to minimise disruptions in the learning and teaching process.

KEY RESPONSIBILITIES

- Provide first-level technical support via various channels (phone, email, in-person) to students and staff members.
- Respond to ICT inquiries and issues promptly and professionally, ensuring a high level of customer satisfaction.
- Troubleshoot and resolve hardware and software problems, such as desktops, laptops, printers, scanners, Promethean boards, operating systems, applications, and peripherals.
- Assist users in setting up and configuring software applications, email accounts, and network connectivity.
- Test, diagnose and resolve network-related issues, including connectivity, Wi-Fi and internet access problems.
- Document and maintain accurate records of all support requests, including problem description, troubleshooting steps and resolutions provided.

- Follow documented processes and assist with ensuring out of date documentation is updated as needed.
- Escalate complex technical issues to Level 2/3 support personnel when necessary and follow up to ensure timely resolution.
- Collaborate with ICT team members to identify recurring issues and recommend process improvements or solutions.
- Provide basic training and guidance to end-users on ICT systems, applications and equipment usage.
- Keep up to date with technological advancements and changes in school ICT systems and software applications.
- Assist with monitoring the school's network and systems to identify operational faults or potential security incidents.
- Comply with all internal ICT security policies and procedures.

QUALIFICATIONS, EXPERIENCE & SKILLS

Qualifications

- Year 12 Certificate or equivalent.
- Holding or working towards gaining additional technical certifications or qualifications in Computer Science or Information Technology will be highly regarded.

Experience

- Proven experience in providing customer service
- Diagnosing and resolving basic technical issues.
- Basic laptop hardware repair.
- Basic understanding of, and working with, common hardware components, operating systems (Windows, macOS), and software applications.
- Familiarity with basic networking concepts (IP addressing, DNS, DHCP) and troubleshooting network connectivity issues.
- Proficiency in using help desk ticketing systems and remote desktop support tools.

Skills

- Excellent problem-solving and communication skills, with the ability to explain technical concepts to non-technical users effectively.
- Strong interpersonal skills and the ability to remain calm and patient.
- Ability to prioritise and manage multiple tasks simultaneously while maintaining attention to detail.
- Eagerness to learn and adapt to new technologies and systems.
- Ability to work in a team and independently.

VARIATION TO ROLE

The Principal, or delegate, may assign other duties from time to time, which are broadly consistent with the role or vary the Position Description, after consultation, in response to the changing needs of the College.

TERMS AND CONDITIONS

The successful candidate will be provided with a Staff Handbook that sets out the expectations and requirements of employment at the College. Child protection legislation requires preferred applicants to be subject to employment screening. Sacred Heart Girls' College supports the principles of equal opportunity employment and encourages diversity in the workplace.

Reports to	ICT Manager
Internal Liaisons	ICT Team, staff and students
External Liaisons	ICT Service Support Contractors, ICT equipment suppliers, Melbourne Archdiocese of Catholic Schools (MACS)
Conditions	Education Support Officer - Category A, Level 2 Part-time (0.5 FTE) Salary and conditions are in accordance with the Victorian Catholic Education Multi Enterprise Agreement 2022 A degree of flexibility is also essential with the applicant required to be available to work during daytime and the occasional evening or weekend.
Appointment Time	Fixed Term Contract – 1 Year