



SACRED HEART GIRLS' COLLEGE

ICT LEVEL 1/2 HELP DESK TECHNICIAN

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 Level 1/2 Help Desk Technician promotes the philosophy of the College as outlined in the Mission and Vision Statements. The ICT Level 1/2 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 Level 1/2 Help Desk Technician plays a vital role in providing technical support to students and staff members in the school environment. This entry-level position involves troubleshooting, resolving, and escalating IT issues and inquiries related to hardware, software, network connectivity, and other technology-related concerns. The primary responsibility of the ICT Level 1/2 Help Desk Technician is to ensure prompt and effective resolution of technical problems to minimize disruptions in the learning and teaching process.

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, interactive whiteboards, 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.
- Escalate complex technical issues to Level 2 or Level 3 support personnel when necessary and follow up to ensure timely resolution.
- Collaborate with other 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.

Requirements

- High school Certificate or equivalent; additional technical certifications or courses in computer science or information technology are a plus.
- Proven experience in providing technical support or customer service in an ICT help desk or similar environment.
- Solid understanding of common hardware components, operating systems (Windows, macOS), and software applications.
- 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 when dealing with frustrated or distressed users.
- Ability to prioritise and manage multiple tasks simultaneously while maintaining attention to detail.
- Willingness to learn and adapt to new technologies and systems.
- Availability to work flexible hours, including occasional evenings or weekends.

Desirable

- 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.
- Experience with basic laptop hardware repair.

Attributes and Skills

- In-depth knowledge of computer systems and mobile devices
- Hands on experience with diagnosing and resolving basic technical issues
- Good problem-solving, analytical, and team-working skills.
- Excellent communication and interpersonal skills
- Customer-oriented and patient

Note: This job description outlines the general responsibilities and qualifications for the ICT Level 1/2 Help Desk Technician position. Additional duties may be assigned as per the school's requirements, and the role may evolve to meet the changing needs of the ICT department.

Reports to	ICT Manager
Internal Liaisons	Staff and students
External Liaisons	ICT Service Support Contractors, ICT equipment suppliers, Melbourne Archdiocese of Catholic Schools (MACS)
Classification	Level 2 Category A Full Time
Conditions	Appointment dependent on Criminal Record Check and WWCC Entitlements under the <i>Victorian Catholic Education Multi Enterprise Agreement 2018</i> (or its successors)
Appointment Time	Ongoing (with Annual Review Meetings)