



## *Presbyterian Ladies' College*

MELBOURNE

### Position Description

<b>Position:</b>	<b>ICT Support Officer (Level 1 and 2)</b>
<b>Position Status:</b>	Full time, fixed term (2 year contract)
<b>Annual Leave:</b>	Five weeks annual leave to be taken during term break (this includes a mandatory shut down period over Christmas and New Year as well as College shut down days)
<b>Reports to:</b>	Director of ICT. All positions in the College ultimately report to the Principal.

### Presbyterian Ladies' College

Presbyterian Ladies' College Melbourne is a leading ELC-Year 12 Christian independent school for girls offering both the VCE and International Baccalaureate, with an outstanding academic tradition, an international focus and strong pastoral and co-curricular programs focusing on encouraging leadership, service and life-long personal development and learning.

PLC seeks to appoint staff with the highest professional skills who can actively support the Christian teachings and ethos of the College. All staff must commit to a culture that supports and embraces Child Safe Standards.

### Position Overview

PLC requires the services of an experienced ICT Support Officer to provide Level 1 and 2 ICT Service Desk support to students, staff and parents. The ICT Support Officer will establish a strong rapport with members of our community and offer exemplary ICT support services to the College.

This position reports to the Director of ICT and works in conjunction with the school's existing ICT Services Team.

### Key Responsibilities:

- Manage the ICT Service Desk to provide a high degree of customer satisfaction by responding to tickets, phone calls and walk-ups to find solutions or escalate issues within the IT Service Team for quick resolution.
- Prioritise and respond to issues within the agreed SLA timeframe.
- Troubleshoot and provide support for ICT products, services and systems which support the teaching, learning or business operations of the College. Including:
  - Staff and student devices (MacOS, iOS, Chrome and Windows)
  - Cloud-based products and systems



PLC is an accredited International Baccalaureate (IB) School

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Principal  
Cheryl Penberthy  
MEd BEd MACE

- School specific and productivity applications
- Photocopiers
- Peripherals and AV equipment
- Basic network connectivity
- Other technical issues raised through tickets, incidents and service requests as needed.
- As a part of the issue resolution process, provide training for customers, in a way which fosters confidence and literacy with technology.
- Create and curate self-help resources
- Maintain documentation and record keeping.
- Adhere to and proactively contribute to the policies and procedures of the ICT Department.
- Stay up to date with changes to the College ICT environment and keep an interest in wider developments of technology in education.

### **Qualifications / Registrations:**

- Relevant IT qualifications and / or sound experience in a similar role
- Have a valid Victorian Driver's Licence
- Have a valid Victorian Working with Children's Check (Employer)

### **Knowledge, Skills and Attributes:**

- Experience providing technical support or working as part of an IT Service Desk
- Experience with:
  - MacOS and iOS devices
  - Google G-Suite productivity suite
  - Microsoft Windows devices
  - Office 365 productivity suite
- Understanding of basic troubleshooting methodologies
- Able to work proactively and independently to troubleshoot or research issues
- Basic understanding of networking (wired and wireless)
- Strong customer service focus
- Excellent written and verbal communication skills
- Proven ability to work collaboratively as part of a team
- Sound analytical and problem solving skills
- Sound organisational and time management skills
- Ability to show resilience and flexibility during high-pressure situations
- Demonstrate an active interest in emerging technology
- Demonstrate a passion for learning and professional development

#### ***Desirable:***

- Experience in the education sector or a similar environment
- Knowledge of independent schools sector applications such as Synergetic, Vivi
- Knowledge of ITIL Foundations

### **Hours**

Hours of work will be approximately 8.30am to 4.30pm Monday to Friday (however flexibility is available upon request).

### **Key Relationships:**

#### ***Reports to:***

- Director of ICT
- Principal

**Works with:**

- Director of ICT
- ICT Services Team
- Whole school community (staff, students, parents)

**Additional Information Relating to the Position**

**Child Safety Commitment**

All students who attend Presbyterian Ladies' College Melbourne (PLC) have a right to feel and to be safe. The wellbeing and safety of all students in our care is our first priority and we have zero tolerance to child abuse. The protection of students is the responsibility of everyone who is employed at, or is engaged by, PLC in child-connected work. To ensure the safety and best interests of all students, we take into account the needs of those with an Aboriginal or Torres Strait Islander heritage, those from culturally and / or linguistically diverse backgrounds, and those with a disability.

**Staff Obligation to Child Safety**

All staff at Presbyterian Ladies' College Melbourne (PLC) take an active role, and are well informed of their obligations in relation to Child Safety under Ministerial Order No. 870 *Child Safe Standards*. The PLC Child Safety Commitment is incorporated into the School's employment cycle from recruitment and reference checking, to induction and a commitment to regular Professional Learning. All staff at PLC are required to sign a statement that they have read, understood and agree to abide by the PLC Child Safety Policy and the PLC Child Safety Staff Code of Conduct.

**In addition to meeting your functions, duties and responsibilities as outlined, all staff are also required to:**

- Provide a safe and welcoming environment for all PLC students and any young people who visit PLC to engage in PLC approved activities
- Promote the safety and wellbeing of children and young people to whom PLC provides services
- ensure that all interactions with students are positive and safe
- Provide adequate care and supervision of all students, not only on the campus but whenever students are involved in PLC approved activities
- Act as a positive role model at all times for students
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to a Child Safety Officer
- Maintain valid VIT or WWCC (Employee) documentation
- Report to the Principal any criminal charges or convictions received during the course of employment or volunteering that may indicate a possible risk to children and young people, including any such charges or convictions prior to employment

**Staff Expectations**

All staff are expected to support the Christian teachings and ethos of the College, to be professional and maintain the highest standards of work practice.

## **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care to ensure their own health and safety and that of others, and to abide by their duty of care provided for in the legislation.

### **All staff are required to:**

- Participate in OHS related training
- Adhere to Presbyterian Ladies' College's OHS policies and procedures
- Comply with instructions given for the health and safety of themselves and of others, and adhere to Safe work procedures
- Actively participate in the development of risk assessment and / or job safety analysis, identifying, assessing and controlling hazards
- Report all hazards, injuries, incidents and near misses via Wyse and to the OHS Manager
- Assist with workplace inspections
- Co-operate with management in its fulfilment of its OHS legislative objectives

### **Staff are also expected to:**

- Undertake all rostered duties
- Develop and maintain professional relationships with colleagues
- Adhere to all College policies
- Maintain current First Aid certification and other certification as appropriate to their Department requirements
- Be eligible to work in Australia

## **Attributes of PLC Staff**

PLC staff show a willingness to uphold and support the ethos, expectations and requirements of the College; be a lifelong learner and pursue personal and professional growth; seek to support students in all their endeavours; respect and seek meaningful communication with parents / guardians; be empathic and respectful of others' views and be considerate and self-disciplined.

All PLC staff gain access to private and confidential information in the course of their duties. PLC Staff are expected to share this information in a professional context within the PLC community. Any confidential information may not be shared with any person beyond those expectations.

## **Staff Experience**

All staff are required to have completed appropriate training and have suitable qualifications for the task or role they undertake. They are also required to ensure all further ongoing training and updating of skills are undertaken as required. Staff should actively pursue professional development regardless of the role or position they hold at the College. All staff will be inducted and participate in ongoing training in Child Safety.

## **Mrs Cheryl Penberthy**

**Principal**

**May 2021**

*The purpose of this position description is to provide a general overview of the key responsibilities of the position and is not intended to represent the entirety of the position nor is it intended to be all-inclusive*