

### POSITION DESCRIPTION

<b>Position:</b>	<b>IT Technician (Level 1/2 Support)</b>
<b>Reporting to:</b>	<b>Assistant Network Administrator Director of Information and Technology Services</b>
<b>Department:</b>	<b>Information and Technology Services Team</b>
<b>Date:</b>	<b>April 2021</b>

#### Primary Purpose

The IT Technician is responsible for management and completion of IT helpdesk jobs and is often the face of the IT Team on a daily basis. The IT Technician works under the direction of the Assistant Network Administrator and provides Level 1 and 2 support to Tintern Grammar staff and students.

#### Position in Context

The IT Technician reports directly to the Assistant Network Administrator on a daily basis and is ultimately responsible to the *Director of Information and Technical Services*. The position is part of a small team managing the technology needs of Tintern Grammar staff and students as well as parent portal support.

The Tintern Grammar network is a Windows based network using Schoolbox as our learning management system. Situated on more than 30hectares, the school is divided into five sub-schools including Early Learning Centre (3-4yo), Prep-6 Girls JS, Prep-6 Boys JS, Girls Middle School (Years 7-9), Boys Middle School (Years 7-9) and Senior College (Years 10-12).

Senior College students (10-12) are part of a BYOD program in which students provide their own devices. Middle School students (7-9) use a school issued iPad. These iPads travel to and from school with Middle School students. Junior Schools students (Prep-6) have an assigned classroom iPad which remains at school and is used as a classroom tool when needed. In 2022, Year 7 students will be issued with a MS Surface Pro laptop in place of iPads which will be phased out of the Middle School over the next 3 years (2022-2024)

#### Freedom to Act / Autonomy

It is the responsibility of the IT Technician to inform the Assistant Network Administrator or the *Director of Information and Technology Services* of any important issues or potential problems that may arise in the course of the day. The incumbent has a high degree of autonomy in the day to day operations.

### Major Duties and Responsibilities

- Work under the direction of the Assistant Network Administrator – escalate issues as necessary
- Monitor helpdesk and iPad resolution forms and respond in a timely manner
- Provide desktop/laptop/iPad and application support to staff and students
- Maintain device documentation for annual budget preparation
- Support processes which allow Team members to pick up *'in progress'* device resolutions and/or helpdesk tickets
- Add to the knowledge base to create documentation for various IT tasks to assist in knowledge sharing within the Team
- Work with Assistant Network Administrator to support iPad management using:
  - Jamf Pro
  - Apple School Manager
- Plan and book annual eWaste collections

### Competencies Required

- Effective team member but can also work unsupervised
- A great communicator – be known for your customer service skills and taking ownership of customer issues to get them resolved
- Proven ability to learn new skills including a desire for ongoing training over time
- Ability to work under pressure in a busy environment, including adapting to changing priorities when required
- Commitment to service quality principles

### Selection Criteria

- Relevant post-secondary qualifications or equivalent professional experience
- Significant experience with MS Office 365 Business suite
- Hands on experience with servicing desktops, laptops, iPads to diagnose faults, and determine appropriate course of action for problem resolution
- Experience in or with the education sector (highly regarded)
- Willingness to undertake JAMF Pro training to support our iPad deployment program
- Australian permanent resident/citizenship
- Willingness to obtain *Working With Children's* (employee) Certificate - required for working in schools

### OH&S

Employees are responsible for:

- Carrying out their duties in a manner which does not adversely affect their own health and safety or that of others
- Cooperating with measures introduced in the interests of workplace health and safety
- Undertaking any training provided in relation to OH&S
- Immediately reporting all matters which may affect workplace health and safety to the OH&S Manager or Property Manager
- Correctly using information, training, personal protective equipment and safety devices provided
- Refraining from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
- Undertaking only those tasks for which they have authorisation and/or the necessary training, and ensure all necessary safety arrangements are in place

# TINTERN GRAMMAR

EXCELLENCE & CONFIDENCE, SIDE BY SIDE.

*The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform for Tintern Schools other work duties not specifically listed herein Tintern School reserves the right to modify this position description in consultation with the incumbent from time to time depending on the operational needs and requirements of the School.*

I .....have read and acknowledge the requirements of this position.

Signed..... Date.....