



# Donvale Christian College

## Position Description

**Position:** ICT Support Officer

**Accountable to:** ICT Service Desk Manager

**Major Relationships:** Head of Business Systems and ICT  
ICT Staff

**Position Details:** Full Time, 8:00am – 4:00pm, 5 weeks annual leave  
12-month fixed term contract with the possibility of ongoing

### Application Information:

Applicants are invited to provide a concise curriculum vitae including personal details, church involvement, career experience, academic attainments and addressing the criteria listed in this Position Description under Essential Duties and Responsibilities. Three referees are required to be listed, including one church reference demonstrating an active faith.

Applications which will be received as advertised until **Friday, 23 September 2022** and should be marked '**ICT Support Officer**' and sent via email to: [employment@donvale.vic.edu.au](mailto:employment@donvale.vic.edu.au)

Please note that the College does not accept unsolicited agency approaches. We expect candidates to apply directly.

### Donvale Christian College:

Donvale Christian College is located in the eastern suburbs of Melbourne having opened in 1975. The current enrolment is over 1500 students from Prep to Year 12 and the total number of employees is approximately 300.

Donvale Christian College is governed, as provided for in its Constitution, by the College Board. The Board are elected by the members of the College. The full range of Christian denominations is represented in the parent body of the College. There is no position on the Board elected or appointed by any single church community. The Board is totally elected by the membership of Donvale Christian College Ltd. The Principal is appointed by the Board and together they appoint staff.

Members of the Donvale Christian College community come from many different Christian faith traditions. To ensure a sense of harmony between home and School, the College has adopted a Statement of Faith based on a Christian worldview. All parents and Staff are specifically asked if their faith commitment is echoed in the words of this Statement of Faith and they are requested to indicate agreement when applying for the enrolment of their children or employment at the College.

Staff members are expected to actively support the Christian aims of the College and to be members of a Bible based worship community.

The College is committed to promoting and protecting the interests and safety of children. We have zero tolerance for child abuse. Everyone working at the College is responsible for the care and protection of children. All potential employees and volunteers will be required to comply with the College's Child Safe Code of Conduct and the College's Child Safe Policy. Applicants are required to provide a valid Working with Children Check/VIT and will be subject to background checking in accordance with this policy.

### **Role Description**

The Technology Department exists to help the College community excel in teaching and learning with technology. The ICT Support Officer supports the College by providing technical support and training for all members of the community.

The core business of Donvale Christian College is to be a biblically directed learning community. Everyone and everything in this community serves this purpose. Each person in the College community has been gifted by God to make his or her contribution to the learning and teaching for which God has brought the College into being.

### **College requirements**

All staff are required to:

- Perform their responsibilities in a manner which reflects the College's mission, objectives and philosophy. In particular, staff are expected to role model an active Christian faith that will be demonstrated in part by an active involvement in the wider Christian Church.
- Be Christian role models and examples to all people associated with the College.
- Participate in leading College devotions that involve staff and students and attendance at the staff retreat.

### **Essential Duties and Responsibilities:**

- 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
  - Cloud-based products and systems
  - Applications and software
  - Multi-function printers
  - Peripherals and AV equipment
  - Basic network connectivity
  - Other technical issues raised through tickets, incidents and service request as needed.
- Respond to requests for help, and provide training for staff and students, in a way which fosters confidence and literacy with technology.
- Support the ICT Service Desk by responding to tickets, answer phone calls and walk-ups, physically visiting staff and students, and other administrative tasks as needed.
- Maintain documentation and record keeping.
- Follow and proactively contribute to the policies and procedures of the Technology Department.
- Stay up to date with changes to the College ICT environment and keep an interest in wider developments of technology in education.
- Proactively work with the wider Technology Department team, contributing to the delivery of the ICT Plan.
- Escalate issues to other members of the Support team, System Administrators or ICT Operations Manager as needed.
- Physically attend the College's Hall Road campus as needed (10-minute drive from Tindals Road campus).

- Undertake other activities or tasks as directed.

### **Position Requirements – Education and Experience:**

- IT related qualifications or certifications. (e.g. CCENT, CompTIA A+).
- Customer service experience.
- Experience providing technical support or working as part of an IT Service Desk.
- Experience with Microsoft 365, Windows and iOS devices.
- Understanding of basic troubleshooting methodologies.
- Basic understanding of networking (wired and wireless).
- Have a valid Victorian Driver's License.
- Have a valid Victorian Working with Children's Check - employee.

### **Competencies:**

- High-level of self-organisation and time management skills.
- Able to work proactively and independently to troubleshoot or research issues.
- Strong analytics and problem-solving skills.
- Excellent written and verbal communication skills.
- Flexible and resilient during high-pressure situations.
- Work well with others and as part of a team.
- A passion for learning and professional development.
- Active interest in emerging technology.

### **College Expectations:**

All staff are expected to:

- Support the College's guidelines and policies.
- Implement the programs, teaching practices and other activities as decided by the College.
- Perform their responsibilities in a manner which reflects and responds to continuous improvement.
- Contribute to the efficient and effective functioning of their team/s in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor.
- Perform their responsibilities in a manner which reflects the College's zero tolerance for child abuse and in accordance with the College's Child Safety policies.
- Familiarise themselves and comply with the relevant College policies including Occupational Health and Safety.

### **Applications to include:**

- Applications which will be received as advertised until **Friday, 23 September 2022** and should be marked '**ICT Support Officer**' sent via email to: *employment@donvale.vic.edu.au*
- Including a **covering letter** addressing your ability to carry out the essential duties and responsibilities of the role.
- Provide a concise **curriculum vitae** including personal details, church involvement, career experience and academic attainments.
- **Three referees** are required to be listed.

*The College reserves the right to interview candidates prior to the advertisement closing date. If you are successful in obtaining an interview you will be contacted by telephone. If your application is not successful, you will be notified by email.*