

## 1. POSITION IDENTIFICATION

<b>POSITION</b>	ICT Support Technician
<b>REPORTS TO:</b>	Director of ICT
<b>AWARD:</b>	Congregation of the Missionary Oblates of the Most Holy and Immaculate Virgin Mary Teachers' Enterprise Bargaining Agreement 2015 Congregation of the Missionary Oblates of the Most Holy and Immaculate Virgin Mary Non-Teachers' Enterprise Bargaining Agreement 2014
<b>SALARY</b>	Level 3 as per the salary schedule for Administrative and Technical Officers based on the non-teaching EBA for Catholic Education of WA employees.
<b>CONDITIONS</b>	Category A of the relevant award for Administrative and Technical Officers 48 weeks per year plus 4 weeks annual leave

## 2. THE ROLE

The ICT Support Technician has primary responsibilities pertaining to laptop asset management, VOIP telephony and end-user technical support. Through advanced troubleshooting and multi-tasking skills, the technician will collect all the required information that is necessary to identify the underlying problems, update the tickets and resolve or escalate as deemed necessary. This is a time sensitive role as teachers will be relying on quick response from calls logged either via the telephone, email, face-to-face or the helpdesk.

## 3. SPECIFIC DUTIES

### Primary Duties

- Laptop Asset Management
  - HP asset allocation, tracking, and resourcing during lease
  - HP asset damage process; collection, submission, repair, and return
  - HP assets return process; collection, backup, formatting, and lease return
- VOIP Telephony
  - Telephone and ancillary hardware research, testing and purchase
  - Telephony hardware configuration and installation
  - Telephone diagnostic, support, and repairs
  - Asterisk (software) configuration, installation, support, and diagnostics
- End-user technical support
  - Helpdesk management and ticket allocation

- First/second point of call for end-user support via telephone, email, in-person, and via ticketing system (HelpDesk)
- Helpdesk ticket follow-up, response, escalation, and completion
- End-user classroom support, troubleshooting various issues related to Wi-Fi, internet, AV, software, and hardware (printer, scanner, laptop, phones etc.)
- User account management; creation, modification, deletion including permissions sets across several services (SharePoint, Outlook, File services)
- Provide level 1 application and software support to staff and students
- Assist staff and students to optimally utilise digital technology in line with College strategy

### Secondary Duties

- PA System (over IP)
  - Installation, configuration, diagnostic and support of instream/extreamer hardware; PA system over the network
  - PA telephony (Boarding house) installation, configuration, diagnostics, and support
- Audio-Visual
  - Install, upgrade, troubleshooting and management
  - Hardware and software support
  - Vendor support and liaison
- CCTV
  - Install, upgrade, troubleshooting and management
  - Hardware and software support
  - Vendor liaison
- Network Services
  - Switch & Access point troubleshooting, configuration, and user-support
  - Firewall, filtering (web and mail), and access configuration, support, and troubleshooting

## 4. SELECTION CRITERIA

1. Working with Children Check and Current Police Clearance
2. Appropriate qualifications and experience for the duties
3. Experience in IT support delivery
4. Demonstrated experience with hardware (laptop, printer, scanner, telephones) and software installation and configuration
5. Ability to triage tickets (categorise and prioritise based on internal workflow and user impact)
6. Experience with Windows 7, 8 and 10, Office 365, Hardware diagnosis/repair (PC/Laptop/peripherals)
7. Excellent customer service & Time management skills
8. A hard working attitude and willingness to learn
9. Previous and proven experience working autonomously and task ownership
10. Excellent communication skills both verbal and written with the ability to simplify technical terminology to ensure understanding
11. IT Industry Certification (Microsoft, Cisco, Fortinet etc)
12. Knowledge of Windows Server, Active Directory and Microsoft Exchange