

## 1. POSITION IDENTIFICATION

<b>POSITION TITLE</b>	User Support Technician
<b>REPORTS TO:</b>	Principal ICT Director
<b>AWARD:</b>	Congregation of the Missionary Oblates of the Most Holy and Immaculate Virgin Mary Non-Teachers' Enterprise Bargaining Agreement 2014 Classification: Administrative and Technical Officers Level 3 Step 1 48 weeks per year. Remuneration \$67,948 p.a. as of July 2024
<b>CONDITIONS</b>	Permanent Ongoing, Monday – Friday, 7:30am to 3:30pm Office environment; experiences frequent interruptions; required to meet deadlines. Occasionally exposed to high noise levels from technology equipment.

## 2. THE ROLE

This role is the first point of contact for any ICT support required for either students or teachers. The role will involve telephone, email, face to face and help desk support. Through advance troubleshooting and multi-tasking skills, the technician will collect all the required information that is necessary to identify the underlying problem(s), update the ticket(s) and resolve or escalate as deemed necessary. This is a time sensitive role as teachers will be relying on a quick response from calls logged on the helpdesk. Good communication skills are vital.

## 3. SPECIFIC DUTIES

Under Line Manager direction, the User Support Technician can be expected to perform tasks within the following range:

**Provide level 1 and 2 support; face-to-face, telephone and through the helpdesk.**

- Ensure service desk maintains a high standard of customer service.
  - Respond promptly and professionally.
- Ensure proper recording, documenting and closure of helpdesk tickets.
- Walk customer through problem solving process.
- Properly escalate unresolved queries to the next level support.
- Follow all specific procedures as outlined by the Team Leader.
- Follow up with staff and students, provide feedback and see problems through to resolution.
- Recommend procedure modification or improvements.
- Administer routine administration functions and provide reporting as required.
  - Telephony
  - Daily checks, for example toner and paper for Multi-Function Devices (MFD).
  - Set up for assemblies and other AV events.
- Remain technically proficient across range of end user technologies.
- Preserve and grow your knowledge of helpdesk procedures, products and services.
- Identify and utilise internal resources to assist in the resolution of logged issues.

*Learn what you are in the eyes of God.*

- Provide technical advisory service to internal and external members of the community, including staff, students.
- Roughly 50 calls a day.
- Administer HP repair calls.
- At times work with team members during patching runs, which will occur after hours on the second Friday of every month. At times, based on the relevancy of the patches, update runs might also occur on the fourth Friday of the month.

#### **Maintain and support of Microsoft and other end user technologies.**

- Maintain and support the following platforms or later as the organisation matures.
  - Windows 10 and 11.
  - Microsoft Office Suite.
  - Windows printing and scanning solutions. (Kofax, Equitrac or equivalent)
  - Basic Windows Server 2016 Standard and Datacentre or later (GUI Only).
  - Domain and network services, for example, Active Directory, Group Policy, DHCP, DNS, NSP.
  - Patching and Update services.
  - Antivirus and Malware Services.
  - Level 1 networking capabilities, wireless and wired.
  - Implement approved configurations.
- Aid with the deployment process of laptops during peak times.

#### **Provide support to Staff and Students**

- Punctual with a commitment to excellent customer service.
- Be friendly and patient while dealing with students and staff who approaches the ICT team for support.
- Adapt to staff and students who have different levels of computer literacy and adoption.
- Aid the other ICT Support staff during high demand periods.
- Complete support task assigned through the ICT Support helpdesk.
- At times provide support to the teacher in the class for lesson delivery.
- Must be flexible during peak times with hours of work.
- Monitors the laptop fleet through the centrally managed platform called HP Insights. Compiles data for and prepares reports and lists.
- Troubleshoots problems with office equipment and calls for service as necessary. This includes replacing toners, checking paper and other elements as required.
- Audit and maintains Audio Visual equipment used in classrooms as outlined by the technical staff in ICT Support.
- Researches and communicates with vendors on pricing, availability, shipping and receipt of technical equipment. Prepares CAPEX and purchase orders as required.
- Communicates on a regular basis with staff and students in the context of the Device as a Service program, specifically around the Accidental Repair Program using the Learning Management System (SEQTA or equivalent).
- Performs a variety of related general office management duties and tasks as assigned. This includes scanning, filing and reporting.
- From time to time, duties might be updated on a temporary or permanent basis at the discretion of the Principal.
- Maintain asset lists for a variety of IT devices and report as required.

## 4. SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

- Hold appropriate tertiary or related industry specific qualifications.
- ITIL 4.0 Foundation certification or experience (desirable but not mandatory).
- Have a current understanding of ICT systems relevant to the role; Active Directory, Office 365, Microsoft Operating Systems, printer setup and networking configurations.
- Familiarity with SysAid or any other ticketing system (mandatory).
- Proven troubleshooting and problem-solving skills.
- Experience with laptop and tablet setup.
- Understanding and experience with asset management.
- Demonstrated sound oral and written communication skills, including the ability to interact with students, parents and teaching professionals.
- Demonstrated sound interpersonal skills including the ability to work independently and as part of a team.
- Demonstrated sound organisational skills that will assist in the administration of the Device as a Service (DaaS) program to students and ICT Support office.
- Demonstrated ability to assist with the general health and well-being of students.
- Have a current Working with Children Card and National Coordinated Criminal History Check.