The early Marists proclaimed ‘Let it be said of us, as it was of the first Christians, ‘see how they love one another’. In a world thirsting for connection and belonging, we strive to be a place in which a family spirit of love, respect and mutual trust are the wellsprings of growth and healing.

POSITION DESCRIPTION
The ICT Technical Support Officer is directly accountable to the ICT Manager. This person is an integral member of the ICT team and collectively shares the responsibility for the smooth operation of the school ICT systems.

Reports to: ICT Network Administration Manager

Collaborates with: Members of the ICT Team

Contract: As an employee of Marist Schools Australia, salary is derived from the VCEMEA 2013 or its successor and will be based on experience within the Educational Support schedule level ES3.

Responsibility as a Member of the ICT Team
- Actively articulates the school’s vision and mission as a Catholic school, and uses this as a wellspring in all discussion and decision-making
- Is active as an individual, or as a team member, to work towards the success of the school’s Strategic Plan, providing support, stimulus and action as necessary.
- Communicates and exemplifies to staff correct procedures and processes.
- Contributes to the development of College policies and procedures.
- Seeks professional development to further his/her understanding of the mission of Assumption College.
- Performs other duties as required by the Principal.

Responsibility as the ICT Technical Support Officer
- Assist with support, administration and upgrades of computing hardware and software.
- Assist with support, administration and upgrades of networking equipment.
- Assist with support and administration of photocopiers and printers.
- Assist with support and administration of server based equipment.
- Assist with the administration of the telephone system and deal with faults, calling on vendor support as required.
- Arrange for repair of equipment as directed by the ICT Network Administration Manager.
- Assist with the administration of database platforms including SQL and Exchange.
- Provide a friendly, approachable and prompt ICT service desk environment for the school.
- Assist staff and individual students in troubleshooting computer problems.
- Liaise with trades-persons, builders, third party contractors and Telecommunications technicians on electrical needs as directed by the ICT Network Administration Manager.
- All other related tasks as directed by the ICT Network Administration Manager.

**Key Selection Criteria**
- Relevant experience/skills required to perform relevant ICT duties.
- An ability to communicate effectively with staff and students in relation to their ICT queries.
- Meet strict confidentiality requirements in relation to all students/staff/families and school operations in general. Information concerning any of these four categories seen or heard in the completion of your duties must not under any circumstances be passed onto a third party.
- The successful applicant must hold a current driver’s license and current Victoria Police Check and a Working with Children’s Card.

**Child Protection Requirements, Duties and Responsibilities**

All staff are required to be familiar with the content of our Child Protection and Safety Policy and our Child Protection Program and their legal obligations with respect to the reporting of child abuse.

It is each individual’s responsibility to:
- Know, understand and abide by the Child Protection Code of Conduct and the Staff and Student Professional Boundaries Policy
- Be aware of key risk indicators of child abuse, to be observant, and to raise any concerns they may have relating to child abuse with one of the College’s Child Safety Officers.
- Support a child safe environment through identifying and removing risks and promoting the participation and empowerment of children in participating in the College’s child safety program.
- Report any concerns that a child may be subject to abuse to the College’s Child Safety Officer, noting that this does not release the staff person from other legal and regulatory reporting obligations that may apply, namely:
  - Obligation to report a sexual offence (Crimes Act 1958 (Vic) (s 327))
  - Obligation to Act to Protect (49C of the Crimes Act 1958 (Vic) (Crimes Act))
  - Obligation to Make a Mandatory Report (The Children, Youth and Families Act 2005 (Vic) (CYFA))
It is our policy that all new staff and members of the Council undergo additional screening to meet Child Protection requirements including:

- Working with children check clearance
- Relevant qualifications and registrations
- Personal identity verification and background check
- Child-connected work
- Reference check will address the persons’ suitability for the working with children

**Occupational Health & Safety**

The ICT Technical Support Officer will:

- Perform the above duties in line with any safe work practices and processes, and conduct oneself at work in a manner that is safe to self and others;
- Encourage colleagues and others on the worksite to adhere to safe work practices;
- Support and contribute to the improvement of safe systems of work and safe work practices;
- Participate in relevant OHS&W training programs;
- Report all work related incidents and near misses which result in injuries, ill health, or property damage in writing, in accordance with the school’s OHS&W policies and procedures;
- Suggest changes to eliminate workplace hazards, or minimise the risks associated with them;
- Correctly use any equipment provided for health and safety purposes;
- Follow reasonable instructions given by the school in relation to health and safety at work;
- Support the consultative processes for managing OHS&W, when opportunities arise.