



Catholic College Sale

Position Description – ICT Technician

The ICT Technician is responsible for supporting the school's information and communication technology systems to ensure reliable, efficient, and secure digital learning and operational environments. This includes providing technical support to staff and students, maintaining hardware and software systems, and assisting with the implementation of ICT projects. The role is to be performed in accordance with the mission and values of Catholic College Sale, and in alignment with Child Safety Standards and privacy obligations.

STATEMENT OF DUTIES	
Specific Responsibilities	<ul style="list-style-type: none"> • Troubleshoot and provide timely technical support to resolve issues related to desktops, laptops, iPads, printers, and other digital devices for both students and staff; • Support and maintain ICT equipment in classrooms, offices, and shared spaces; • Log and track helpdesk tickets, escalating issues to senior ICT staff or external vendors as required; • Assist with maintaining and updating asset management databases and inventory records; • Monitor system security and assist in ensuring compliance with data protection and cyber safety policies; • Perform routine maintenance and updates on ICT hardware and software systems; • Assist with backup procedures, data storage, and recovery processes; • Provide ICT support for school events such as assemblies, information nights, and presentations; • Support the deployment of new technologies, including classroom AV systems and learning platforms; • Provide training or guidance to staff and students in the use of hardware, software, and ICT platforms; • Maintain user-friendly guides or documentation to assist users with common tasks or systems; • Work collaboratively with teaching and support staff to integrate ICT into learning environments effectively; • Other duties as directed by the Principal and Business Manager.
Child Safety	<ul style="list-style-type: none"> • Be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety; • Assist in the provision of a child-safe environment for students; • Demonstrate duty of care to students in relation to their physical and mental wellbeing;
Professional Development	<ul style="list-style-type: none"> • Commit to ongoing professional development specific to your area of work; • Be open to researching areas of interest relevant to directions provided in the school's strategic plan; • Continue development of ICT skills, with evolution of School technologies; • Participation in Annual Performance Review activities;
General Duties	<ul style="list-style-type: none"> • Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures; • Attend school meetings and after school services/assemblies, sporting events, mass, community and faith days as required by the Principal or Business Manager; • Demonstrate professional and collegiate relationships with colleagues;

STATEMENT OF DUTIES	
	<ul style="list-style-type: none"> Other duties as directed by the Principal or Business Manager;

SELECTION CRITERIA	
Commitment to Catholic Education	<ul style="list-style-type: none"> A demonstrated understanding of the ethos of a Catholic school and its mission.
Commitment to Child Safety	<ul style="list-style-type: none"> A demonstrated understanding of child safety; A demonstrated understanding of appropriate behaviours when engaging with children; Be a suitable person to engage in child-connected work; Must hold or be willing to acquire a Working with Children Check card and must be willing to undergo a National Police Record Check;
Education and Experience	<p>Essential:</p> <ul style="list-style-type: none"> Demonstrated extensive Customer Service experience to a high standard; Demonstrated extensive knowledge and experience with operating systems (Windows, macOS, Chrome OS) and cloud platforms (Microsoft 365, Google Workspace) Experience in a helpdesk or ICT support role, preferably in an educational setting; Familiarity with education platforms such as Google Workspace, SIMON, Microsoft 365; Strong communication and organisational skills; Demonstrated advanced problem solving, prioritisation and time management experience; Demonstrated strong verbal and written communication and interpersonal skills; Demonstrated understanding and experience of the conformance with Statutory/Legislative requirements (eg Privacy Act, Child Safety, OHS);
Skills/Attributes	<ul style="list-style-type: none"> Ability to manage, supervise and work as part of a team; Excellent interpersonal and communication skills; Excellent verbal and written communication skills, including ability to communicate with children, parents and the school community; Demonstrated capacity to coordinate and/or participate in a range of activities, e.g. school sports, sacramental programs, liturgies, school camps/excursions; Capacity to work to tight time lines; Proven capacity to work independently; Strong organisational skills including prioritisation of tasking and attention to detail; Proven ability and willingness to establish and accept policy directives; Maturity;

POSITION DETAILS	
Position Category	Category C
Position Hrs	1.0 FTE (76 hours per fortnight)
Reporting Supervisor	ICT Manager
Supervisor of Staff	N/A