Role Purpose

The ICT Applications and Infrastructure Support Officer supports the mission, vision and values of the College community and the College’s Lasallian tradition wherein respect is the foundation for all relationships.

The ICT Applications and Infrastructure Support Officer will assist the Systems Administrator and the Applications Developer with infrastructure and Business / Student Management Systems tasks.

The ICT Applications and Infrastructure Support Officer is responsible for the rapid resolution of issues related to the use of ICT throughout the College. The incumbent will provide support to the Digital Learning Services Team in all matters related to the operation and use of the College's computer hardware, software and business systems.

The ICT Applications and Infrastructure Support Officer will work in cooperation with the Digital Learning Services Team to identify needs, recommend solutions, develop systems and processes, implement policy and projects, and support technology solutions for the ICT services provided by the College.

Key Areas of Responsibility

ICT Operations Support:

- Support the Systems Developer and Systems Administrator with Infrastructure and Business / Student Management Systems tasks;
- Assist in the management of the school’s local area network, which includes a variety of administrative and curriculum oriented systems;
- Contribute to delivery of projects across all areas of IT;
- Support the school community with the use of all ICT resources;
- Provide and maintain the college network accounts for staff, students and parent identities;
- Configure new desktop and mobile devices in conjunction with Digital Learning Services team members;
- Assist with software installations and upgrades, including installation, and relocation of equipment;
- Maintain a high level of documentation across all areas of the department;
- Perform routine maintenance for ICT systems and equipment, following suppliers’ recommended procedures where applicable;
- Manage requests received by the ICT help desk system which provides support to staff and students either in person, or via email/phone or remote access;
- Take ownership of all support requests including tracking, monitoring, following up, prioritising and escalating incidents;
• Work in cooperation with the Digital Learning Services team in implementing the strategic direction for ICT at the College;
• To meet agreed Key Performance Objectives and Indicators, and regularly report the extent to which they have been met;
• Any other duties as directed from time to time by the Principal or the Director of Finance and Administration.

Key Selection Criteria

Required Experience and Qualifications
• Experience with:
  o Active Directory
  o Office 365
  o SQL
  o VMware
  o TCP/IP
  o LAN / WLAN
• Basic to intermediate SQL query skills, T-SQL and MySQL preferable, being able to write queries with joined tables/views;
• MS Query, Crystal Report, SSRS experience, Excel formula skills;
• Experience working with in a SQL DB environment;
• Good understanding of computer hardware / Microsoft Networking;
• High level of understanding of the Windows Server family;
• At least two years administering users in a windows server environment;
• Any applicable Microsoft Certifications will be looked upon favourably;
• Tertiary qualification in information systems or relates discipline;
• Knowledge and understanding of ITIL Methodologies;
• Working With Children Check for Victoria and National Police Record Check required prior to commencement.

Personal Requirements/Competencies
• Alignment with the values and Catholic ethos of the College;
• Commitment to the College’s Child Protection Policy upholding the school’s statement of commitment to child safety at all times;
• Capacity to accept a level of leadership, responsibility and accountability commensurate with the requirements of the position;
• Professional attitude and dedication to ensure that all work is carried out to the highest standards;
• Understanding of how ICT intersects with business;
• Ability to demonstrate sound problem solving skills;
• Ability to share knowledge with others;
• Able to work autonomously as well as within a team;
• Attention to detail;
• Eagerness to learn a broad range of systems and technologies;
• Be enthusiastic and self-motivated with excellent verbal and written communication skills;
• Excellent interpersonal skills and personal presentation;
• The successful incumbent is required to travel between our three campuses and must hold a current drivers license with access to a motor vehicle;
• Experience in a school environment is highly desirable;
• Experience with Synergetic Management Systems and Schoolbox LMS an advantage;

Professional Practice
• Attend training programs/professional learning opportunities to maintain skillset for this role;
• Attend departmental and whole staff meetings, as required;
• Attend whole College events such as Faith Formation days, sports events and College assemblies;
• Participate in annual performance reviews.

Child Safety
The College has a zero tolerance of all forms of child abuse and actively works to listen to and empower students. The College has policies and processes in place to protect students from abuse and takes all allegations and concerns seriously, and responds in line with the organisation’s policies and procedures.
Staff must adhere to the following:

- A thorough understanding of the College’s Child Safety and Child Protection Policies and the Child Safety – Staff 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.

Breaches will be managed as per the VCEMEA 2018 Clause 13 – Managing Employment Concerns.

**Occupational Health and Safety**

There is responsibility, incumbent on all staff, to ensure that the regulations associated with Occupational Health and Safety are adhered to. As a leader in the College, this position has particular responsibility to ensure the health and safety performance of the team.

This responsibility extends to:

- maintaining the workplace in a safe condition and reporting any identified hazards;
- actively promoting and implementing agreed OHS procedures;
- identifying OHS training needs of both individual staff and the department as a whole;
- ensuring that staff working in the department are aware of their own responsibilities under OHS requirements.

Staff in the department are to be advised that they are to:

- take reasonable care of their own safety and health and safety of others affected by their acts or omissions;
- report hazards, accidents or incidents (near misses) in accordance with agreed College procedures;
- follow established safe working procedures, instructions and rules;
- cooperate with the employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Act;
- not wilfully or recklessly interfere or misuse anything provided in the interests of health and safety or the welfare of others;
- not wilfully place at risk the health and safety of any other person in the workforce.

The complete Occupation Health and Safety College Policy may be viewed through accessing the College Policies on OLLIE.

**Accountability**

Reports to: Digital Learning Services Manager.

Internal liaisons: Digital Learning Services Team, Staff and Students.

External liaisons: Contractors, Suppliers and Parents.

**Conditions**

Conditions are as per the Victorian Catholic Education Multi Employer Agreement 2018.

Classification: This is an Education Support, Category A position, 1.0 FTE with a Position of Responsibility allowance to travel between campuses.

Hours of Work: 8:00am to 4:00pm.

Leave: 4 weeks’ annual leave.

This Position Description may be subject to change during the term of the appointment as part of a normal process of ongoing evaluation of the College’s operations.

De La Salle College is an equal opportunity employer that promotes the safety, wellbeing and inclusion of all children.