



IT Service Desk Technician Position Description

Position Title:	IT Service Desk Technician
Reporting To:	Senior IT Technician
Indirect Reports:	Deputy Principal – Operations Business Manager
Employment Status:	Full Time
Performance Review Period:	6 months

Purpose of the position

The IT Service Desk Technician at St Andrews Christian College plays a vital role in maintaining the operation of the College's classroom learning. This position involves providing technical support to students, teachers, and staff, ensuring IT-related issues are either resolved efficiently or escalated to a specialist technician promptly.

St Andrews Christian College has a commitment to child safety, and has zero tolerance for child abuse.

Every person working within the St Andrews Christian College community is responsible for the care and protection of students and reporting information about child abuse.

Key Responsibilities

Technical Support

- Respond to IT Service Desk queries via phone, ticket, or in-person;
- Troubleshoot hardware and software issues on desktops, laptops, printers, iPads, and other school devices;
- Assist with network connectivity issues and escalate to appropriate provider if required;
- Create & Onboard new students and staff accounts;
- Maintain and report issues with classroom AV equipment.

User Assistance and Training

- Provide guidance and training to students and staff on the use of IT resources;
- Create and maintain user documentation for use of college systems such as AV or Devices.

Maintenance and Monitoring

- Regularly update and maintain the College's IT inventory;

- Perform routine checks and maintenance on IT equipment;
- Monitor and report any issues with college systems and networks.

Security and Compliance

- Adhere to the College's data protection policies to protect all student and staff credentials and files;
- Ensure college security suite is installed and active on all in use college 1:1 devices;
- Assist in the enforcement of IT policies and procedures.

Collaboration and Communication

- Work closely with Senior IT Technician and other College departments to support IT needs;
- Communicate effectively with students, staff, and parents, providing a high level of customer service;
- Contribute to the development of IT strategies and projects.

This position description outlines the primary duties and responsibilities for the IT Service Desk Technician role. However, it is not exhaustive, and the successful candidate may be required to undertake additional tasks as directed by the Senior IT Technician or College administration.

Key Selection Criteria

- An active, strong personal Christian faith and regular attendance at a Christian church;
- Minimum Cert IV in Information Technology, Computer Science, or a related field;
- Relevant vendor certifications (e.g., Microsoft, ITIL, Cisco) would be highly regarded;
- Proficiency in Windows and other OS environments;
- Knowledge of common software applications and troubleshooting techniques;
- Experience with network administration and active directory;
- Familiarity with educational technology tools and platforms is desirable;
- Be familiar with, and supportive of the values and ethos of the College;
- Ability to communicate effectively with students, team members and teachers;
- Provide a Working With Children Clearance.

Personal Characteristics

- Adherence to and acceptance of the College's Statement of Belief, Mission and Purpose;
- Able to model Christ in all aspects of work and in relationships within the College community;
- Professional presentation, effective interpersonal and communication skills;
- Ability to work independently and as an effective team member;
- Physical capability to lift and move IT equipment as needed;
- Ability to work in prolonged periods of sitting at a desk and working on a computer.

Employment Conditions

- Full time working 37.5 hours per week, with additional time as mutually agreed;
- Salary commensurate with the role to be undertaken and the relevant experience of the employee;
- Occasional after-hours work for College events, system maintenance or emergencies;
- Be willing to attain required First Aid qualifications;

- All staff are required to be aware of and adhere to all College policies. St Andrews Christian College is committed to ensuring that every member of the College community is aware of our *Student Safety* policy and standards, and that we have a zero tolerance of child abuse in any form.