



**ST EDMUND'S COLLEGE**  
CANBERRA · EST 1954



**EDMUND RICE EDUCATION**  
**AUSTRALIA**

St Edmund's College Canberra is a Catholic school in the Edmund Rice tradition, educating boys from Years 4 – 12. It is an inclusive educational community, with a broad offering across academic and co-curricular areas.

Applications are sought from suitably qualified and experienced candidates for the position of:

## **ICT Support Officer**

Please see the Role Description for information regarding this role. The start date for this role is as soon as possible.

To be appointed to this position the applicant will need a current Working with Vulnerable People (WwVP) registration.

All staff at St Edmund's College Canberra support and work to advance the Values, Vision and Mission of the College as a Catholic school in the Edmund Rice tradition.

Visit the College website at [Employment Requirements](#) to obtain Application Information. In addition to the documents and information requested, please also provide a statement, no longer than three A4 pages, addressing the Role Requirements. The Role Requirements are listed in the Role Description.

Contact Ms Samantha Brady via [employment@stedmunds.act.edu.au](mailto:employment@stedmunds.act.edu.au) if you have further questions.

Applications close: 5pm Monday 1 May 2023, addressed to:

The Principal  
St Edmund's College Canberra  
110 Canberra Avenue GRIFFITH ACT 2603  
Or via email [employment@stedmunds.act.edu.au](mailto:employment@stedmunds.act.edu.au)



## **ROLE DESCRIPTION: ICT Support Officer**

### **GENERAL**

The ICT Support Officer is a permanent role reporting to the Assistant Principal ICT through the ICT Systems Manager. The ICT Support Officer uses technical knowledge and skills to support IT Initiatives, and with supervision, installs, maintains, tests and repairs hardware and systems. The ICT Support Officer provides support to staff and students to resolve routine technical issues.

### **RELATIONSHIPS**

- ICT Systems Manager
- Assistant Principal ICT & Innovation
- ICT Operations Officer
- College Staff
- Students and parents

### **DUTIES**

Key responsibilities include:

- Responds to ICT requests and inquiries via the telephone, HelpDesk system or email and accurately records follow up and resolutions for issues.
- Performs general maintenance on desktops, laptops, printers, IT hardware.
- Performs routine technological systems support, maintenance, and testing for proper upkeep of systems.
- Provides audio visual support for College events.
- Assists in the maintenance, monitoring and development of the ICT requirements of the College's teaching and learning, administration and operations areas.
- Monitors student use of ICT Systems through regular checks of wireless and internet usage.
- Conducts research and development of initiatives, and the implementation of new technologies.
- Assists with the implementation of technology projects with moderate scope and impact.
- Assists with the installation, configuration and maintenance of computers, workstations and/or other related equipment and devices.
- Updates and creates Knowledge Base Articles to support staff.
- Oversees Active Directory to ensure both accuracy and currency.
- Prepares and distributes appropriate updates for IT systems.

### **ROLE REQUIREMENTS**

- Excellent technical IT knowledge and skills.
- Qualifications in Information Technology or a minimum of 3 years relevant help desk experience.
- Knowledge of current technological developments/trends.
- Ability to communicate technical guidance and instruction to users on the use of IT systems and applications.
- Initiative and well-developed problem-solving skills.
- Well-developed and effective interpersonal and communication skills.
- Capacity and willingness to support the Catholic ethos and values of the College.
- Strong record keeping skills.

**TERMS**

- Employed under the terms and conditions of the Support Staff (Daramalan, Marist College Canberra, St Edmund's College, Canberra) Enterprise Agreement 2019-2023 (the Agreement), and subsequent Agreements.
- The annual salary will be dependent on qualifications and experience and will be between \$70,000-\$80,000, plus superannuation.
- Must maintain a current Working with Vulnerable People registration.
- Permanent, full-time role with four weeks annual leave.