

Position Description

ICT Support Engineer

OVERALL PURPOSE OF THE POSITION

- Provide high levels of service with a focus on Level 2 ICT technical support to all members of the Barker community.
- Work in conjunction with the ICT Systems Administrator to maintain the day-to-day operation of all technology infrastructures including on premises data centre, Azure and Microsoft 365 services, network infrastructure and related software.
- Provide valuable skills and knowledge to the ICT department which are pivotal for ensuring the availability, integrity and security for all ICT systems and infrastructure.
- The position will have a high degree of autonomy in managing the day-to-day activities required of the role, subject to direction by the ICT Infrastructure & Operations Manager and senior technical ICT staff.
- The position provides an opportunity to support one of the schools leading the world in the full and appropriate use of technologies across the curriculum and provides opportunities to further develop skills and experience, in areas of technology appropriate to the School's need.

PRIMARY DUTIES & RESPONSIBILITIES

- Provide a welcoming, friendly, attentive Customer Service experience to everyone who seeks assistance via the ICT Service Desk.
- Support and maintain School owned devices, including but not limited to desktops, laptops, tablets, classroom labs, AV systems, printers, and other devices.
- Develop, maintain, and implement an ICT client hardware refresh program for existing equipment and systems in line with the ICT strategic plan.
- Plan and assist in the configuration, deployment, and maintenance of ICT devices across the School using School MDM services.
- Diagnose and resolve complex hardware, software, and network issues across a variety of IT environments.
- Work in conjunction with the ICT Systems Administrator to maintain the day-to-day operation of all technology infrastructures including on premises data centre, Azure and Microsoft 365 services, network infrastructure and related software.
- Assist with regular system wide upgrades and migrations.
- Collaborate with internal departments to identify and resolve technical problems efficiently and ensure timely escalation of unresolved issues to appropriate internal teams.
- Support all members of the ICT Department in ensuring that ICT Services, Functions and Operations are working as expected, including generation, and updating of procedural documentation as required.
- Maintenance and troubleshooting for end users of ICT systems in all areas of the School.
- Maintain accurate asset records of any equipment owned, purchased, or leased by the School.
- Liaise with consulting and contracted ICT support companies and contractors.
- Escalate issues to the ICT Level 3 technical staff where appropriate.
- Continuously update your knowledge of industry trends and technologies to provide the highest level of support and service to the School.

The list of areas and responsibilities in this role description are seen to be indicative and not exhaustive. The Head of ICT or Head of Barker College may direct other duties, commensurate with the ICT Support Engineers' training and experience, at their discretion at any time.

This role description may be reviewed following a summative appraisal, or at some other time by negotiation.

Key Performance Indicators

- Documentation of day-to-day procedures as trained by senior technical staff.
- Documentation of supported ICT systems and related systems.
- Consistently follow procedures with the ICT department.
- Improvement in response to problems by a reduction in the number of call-backs by users and problem escalation to senior technical staff.
- Increased user satisfaction regarding use of ICT related systems within the School.
- Ability to perform tasks after training without continual follow up reinforcement.
- Ability to set priorities and maintain deadlines.
- Completion of projects and service requests in a timely manner and accordance with department SLAs.
- Accuracy of problem resolution, asset allocation and documentation.
- Escalation of issues where appropriate.
- Maintain neat and tidy workplace.

SKILLS AND KNOWLEDGE ESSENTIAL TO THE JOB

- Strong customer service focus.
- Excellent technical, analytical, diagnostic, and problem-solving skills.
- A passion to learn and implement new technologies along with an understanding of change management best practices.
- Ability to assist staff and students to embed ICT into their teaching and learning practice.
- Excellent organisational and time management skills.
- Excellent interpersonal and communication skills, including internal consulting skills, especially with staff and external providers.
- Ability to interpret a variety of instructions and deal with several variables.
- Ability to work under pressure, establish priorities and set and achieve work goals.
- Demonstrated proficiency in supporting a complex ICT environment.
- Demonstrated proficiency supporting MacOS, iOS and Windows in the enterprise.

ESSENTIAL PERSONAL ATTRIBUTES

- Intelligent, lateral thinker.
- Innovative/creative personal style.
- Self-assessing to ensure consistency in achieving high performance of projects and strategic plans.
- Exceptional personal standards of honesty, integrity and professionalism.
- Strong motivation, influencing and team-building skills.
- Highly refined communication skills, both written and oral.
- Excellent presentation skills.
- Ability to prioritise work schedules by being self-directed and motivated.

- Ability to work both independently and as a proactive member of a team.
 - Ability to support the Christian values and ethos of the School.
 - An interest in current technology trends, especially in how they relate to education and learning.
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ACCOUNTABILITY

Child Safety

Barker College has an abiding commitment to the safety, protection and well-being of all children and young people in our care. All staff members will be held accountable for ensuring adherence to the policies of the School, in particular those relating to the safeguarding of children.

General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Disciplinary Management Procedures. This defined accountability is underpinned by the Barker College Staff Code of Professional Practice, Complaints and Performance Management procedures.

Work Health and Safety

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

SPECIAL CONDITIONS

- This is a full-time position with 4 weeks annual leave.
 - Normal working hours are: 8.00am to 4.00pm, Monday to Friday and will be required to work flexible hours as might be required from time to time.
 - The incumbent of this position should be prepared to undertake any additional training to develop and compliment this position.
 - Performance will be measured against objectives set.
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QUALIFICATIONS

- Tertiary qualifications or accreditation in Service Management methodologies such as ITIL would be an advantage, but not essential.
 - Current MCP, MCTS, MCITP, OSX Support Essentials or equivalent TAFE certification would be an advantage, but not essential.
 - 3+ years' experience in Microsoft Server, Azure, and Microsoft 365 environments.
 - 3+ years' experience in general computer and audio-visual installation, maintenance, troubleshooting and project implementations.
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ORGANISATION CHART RELATIVE TO POSITION

| | |
|----------------------------|---------------------------|
| Head of Department: | Head of ICT |
| Supervisor: | ICT Systems Administrator |
| This position: | ICT Support Engineer |

APPROVAL

This position description accurately details the primary duties and responsibilities of the **ICT Support Engineer**.

Approved by the Head of ICT on 20 June 2023.

ACCEPTANCE OF POSITION DESCRIPTION

Position description accepted by:

Name of Staff Member:

Signature of Staff Member:

Date:
