TECHNOLOGY SUPPORT OFFICER

Position Title	Technology Support Officer
Conditions	Conditions are in accordance with the Catholic Education Multi Enterprise Agreement (CEMEA)
Classification	Educational Support Staff Level 2, Category A *A Category A Education Support Employee is one who normally works 48 weeks per year and receives four weeks' paid annual leave per year in accordance with clause 2.*
Employment Status	Full Time, Ongoing
Reporting to	Service Desk Leader
To Be Reviewed	To be reviewed on appointment of the successful applicant

About Marist College Bendigo

Marist is a Foundation to a Year 12 Catholic co-educational learning community, owned and governed by Marist Schools Australia Limited. We are a vibrant and supportive learning community of 1,205 students and 160 staff. The 13-year journey of learning at Marist has three distinct learning areas La Valla (F-4), Montagne (5-8) and Champagnat (9-12).

Position Objective

Technology plays a major part in the day to day life of our college. Marist College Bendigo facilitates a 1:1 notebook program for our Year 1-12 students and offers access to applicable technological resources for our Foundation students.

The Technology Support Officer plays a pivotal role in supporting all members of the Marist Community. Reporting to the Service Desk Leader, this role is the face of the IT department, dealing with initial enquiries and support to our community. The Technology Support Officer upholds a high level of integrity and trust and promotes a culture of mutual respect, encouragement and works with others in a professional, ethical and co-operative manner. The Technology Support Officer models the college's values and Marist charism when dealing with all members of our community. The Technology Support Officer will work collaboratively with all staff to assist in the learning of students.

This position is full time. Hours worked are negotiable in consultation with the Service Desk Leader. The Technology Support Officer will have a willingness to be involved in student learning.

Child Safety

- Be familiar with and comply with the College'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 all students.
- Demonstrate duty of care to students in relation to their physical and mental wellbeing.

Responsibilities and Accountabilities

The Technology Support Officer is responsible for the overall support to all users of Technology at Marist College Bendigo. The main responsibilities include:

- Develop and maintain a Standard Operating Environment (SOE) for school owned/supplied hardware.

- Imaging of computer hardware with the colleges SOE.
- Daily hardware and software support. Respond to requests for technical assistance in person, via phone or electronically.
- Diagnose and resolve technical hardware issues and advise the user of appropriate action.
- Research questions and queries using available information resources. Redirecting problems to the correct resource – either internally or externally.
- Logging of jobs with applicable vendors.
- Lodging of hardware insurance claims and arranging repairs/returns.
- Educator Support and troubleshooting, within a classroom environment as required.
- Student Support and troubleshooting, within a classroom environment as required.
- Administrative staff support.
- Set-up and maintain audio visual equipment as requested.
- Basic Audio Visual support and troubleshooting, within a classroom environment as required.
- Maintaining the booking authorisation, charging and maintenance of bookable learning technologies and devices. These technologies include 3D printers, tablets, drones, mobile projectors, Sphero's and "robots". The Technology Support Officer ensures that the items are charged, booked correctly, and returned at the end of the booking ready for the next authorised user.
- Network support and troubleshooting.
- Following standard help desk procedures, log all help desk interactions, maintain and administer Service Desk software.
- Identify and escalate situations requiring urgent attention. Track and route problems and requests and document resolutions. Inform Service Desk Leader of recurring problems.
- Stay current with system information, changes and updates.
- Prepare activity reports
- Involvement in student activities, events, camps and classes as deemed pertinent by the College.
- Undertake other such duties relevant to the position as requested by the Service Desk Leader.

Qualifications, Skills and Experience

Essential
- A current Working with Children Check.

Desirable
- Relevant tertiary qualification and/or industry experience.
- Experience working within an educational institution.
- Exposure to backup systems and procedures, SAN operations and server maintenance.

Personal Qualities

- Good written and verbal communication and interpersonal skills.
- Good organisational skills, planning, analytical and high-order thinking capabilities.
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines.
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- The ability to build and maintain strong relationships with staff, students, parents and the community.
- An awareness of the use of technology in a learning environment.
- Personal sense of initiative, enthusiasm and high energy.
- Commitment to customer service and continuous improvement.
- An ability to work on their own.
- A resourceful team member who is able to operate in a collaborative and inclusive manner.
- Demonstrated interest in ongoing personal and professional development.
- A positive approach to working with Educators, Students and the wider Marist community.

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