



I.C.T. Assistant Role Statement

“And whatever you do, do it heartily, as to the Lord and not to men.” Colossians 3:23

This Role Statement is to be read in conjunction with the Statement of Faith and the Staff Code of Conduct.

The I.T. infrastructure and services are critical to the functioning of all areas within Hope Christian College. The I.C.T. Assistant must be able to work as part of a team under the I.C.T. Manager, and will also be able to work independently. The ability to develop and maintain a good working relationship with staff and students is imperative.

The I.C.T. Assistant will be a member of the I.C.T Services Team that is responsible for the day-to-day I.C.T. needs of the College. The role will provide general I.T. support for staff and students. The ideal person will have a high level of computer hardware and software knowledge, be an expert problem solver, with excellent communication and customer service skills.

Personal Qualities

A member of the I.C.T Services Team will have the following personal qualities:

- Sincere Christian faith with an active weekly commitment to a mainstream, evangelical church fellowship
- Highly organised and motivated
- Highly interpersonal, able to communicate with parents, students of all ages and staff
- Able to maintain strict confidentiality
- Personal integrity

Responsibility Areas

- The I.C.T. Assistant will be a member of the I.C.T. services team that is responsible to provide technical support to the staff at HCC
- Ensure service desk jobs are prioritised and actioned in a timely manner consistent with the College’s Helpdesk Service Delivery Standards
- Provision of student support for laptops and iPads, showing a commitment to following agreed procedures
- Assist in the management and use of hardware including laptops, tables, digital cameras, data projectors and the phone system
- Assist in the configuration, deployment and maintenance of a Standard Operating Environment
- Organise repairs in and out of warranty periods
- Undertake formal and informal training to maintain and improve skills in hardware and software used by the College
- Be able to stand in for the I.C.T. Manager in the case of absence
- Network tasks are assigned by the I.C.T. Manager

Requirements

- Before an appointee is able to commence work at Hope Christian College they must have:
 - Working with Children Check
 - Responding to Abuse and Neglect training (full day)

Qualifications

- Certificate 4 in Information Technology or equivalent relevant industry certification.

Tenure: Ongoing employment

Level: SSO Grade 3 Assistant Level 3

Hours: 37.5 hours per week over 5 days

Leave:

Declaration

I have read and understood the I.C.T. Assistant Role Statement and I sign as evidence of my agreement with the document.

Staff Member Name _____

Staff Member Signature _____ / / _____