



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 all stakeholders including staff and students is imperative. They will have a Certificate 4 in Information Technology or equivalent relevant industry certification.

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
- Team player with experience collaborating across all sections of the College to ensure successful delivery of solutions
- 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 all stakeholders, including the staff and students at HCC including but not limited to :

- ensuring that all assigned support requests are appropriately prioritised and promptly resolved to maintain the secure and reliable operation of I.C.T. services
 - promptly escalate support requests which require I.C.T. Manager level support
- Assist with the provision of support for the College laptop and iPad programs, showing a commitment to following agreed procedures
- assisting in the management and use of hardware including but not limited to laptops, tablets, data projectors and the phone system, ViVi, switches, cabinets, servers, multi-function printers, peripherals etc
- assisting in the configuration, deployment and maintenance of a Standard Operating Environment
- organising repairs in and out of warranty periods
- ensure all work completed is entered as a service ticket in the Helpdesk system
- providing basic technical support at the network level; WAN and LAN connectivity, firewalls and routers
- system documentation maintenance and review under the guidance of the I.C.T. Manager
- undertaking formal and informal training to maintain and improve skills in hardware and software used by the College
- assist installation of infrastructure

- completion of other tasks as assigned by the I.C.T. Manager or Principal (or their delegate)
- being able to stand in for the I.C.T. Manager in the case of absence

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

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

Tenure: Ongoing employment

Level: SSO Grade 1 Assistant Level 1

Hours: 37.5 hours per week over 5 days

Leave: 4 weeks annual 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 _____ / /