

TITLE	IT Officer (Level 2)
EMPLOYMENT STATUS	Permanent fulltime, 1FTE 37.5 hours per week, 52 weeks per annum. 8.30am to 5.00pm with 60 minutes for lunch. Some additional hours of work might be required outside of normal hours.
DEPARTMENT	Information Technology
ENTERPRISE AGREEMENT	Launceston Church Grammar School (General Staff) Enterprise Agreement
EA CLASSIFICATION	School Administration Services Employee Grade 4, pay point 4.1
REPORTS TO	IT Service & Systems Manager
REPORTS	Nil
LOCATION	Senior Campus, but works across whole School

Scope of position

The IT Officer is responsible for providing comprehensive IT customer support and to assist with the provision of effective and efficient IT services for staff and students of the School. The IT Officer will play a crucial role in maintaining and enhancing the school's IT infrastructure and ensuring all IT-related activities are aligned with the IT team and the school's goals and objectives.

Duties and Responsibilities

- Undertake general IT support tasks including hardware and software support, fault diagnosis and problem solving to ensure efficient operation of IT systems.
- Respond promptly to Service Desk requests, phone calls, walk-ups or emails, seeking additional assistance when necessary to resolve issues effectively.
- Provide IT support that facilitates teaching and learning.
- Provide IT support and training to students of varying ages and levels of competence, ensuring they can IT resources effectively and confidently.
- Under direction, carry out the installation, testing, and maintenance of computers, software, networking equipment, peripherals, and audio-visual equipment to maintain optimal functionality.
- Under the direction of the IT Service and Systems Manager, undertake special projects as identified and required, contributing technical expertise and support to achieve project goals.
- Collaborate with third-party providers as necessary to ensure the effective delivery of IT services and solutions.
- Contribute to the planning and development of IT Policy and Procedures.
- Maintain comprehensive documentation and record keeping ensuring accurate tracking of IT assets, incidents, and resolutions.
- Provide support to the IT Service & Systems Manager as required, assisting with administrative and operational tasks to ensure smooth department functioning.
- Any other duties as required by Manager.

Key Selection Criteria

- Appropriate post-secondary qualifications and / or relevant industry experience. E.g. Certificate IV in Information Technology Support or currently undertaking.
- 2+ years' experience in the delivery of IT services including support, infrastructure, audio/visual technologies.
- Previous experience working in School environment is desirable but not essential
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.



- Demonstrated high level technical diagnostic and problem-solving skills in an IT environment.
- Working with Vulnerable People Registration – Department of Consumer, Building and Occupational Services.
- National Police History Record Check – Tasmania Police.
- Valid/current Drivers' Licence.

Desirable Experience:

- Microsoft and Mac endpoint systems and Office 365 Apps for these
- Microsoft Active Directory and Exchange Server in a hybrid deployment
- Microsoft Office 365 Administration, particularly SharePoint, Teams, EXO, Entra
- Microsoft Fabric/Flows
- Microsoft SCCM or Endpoint Manager
- MDM systems
- Network Infrastructure (wired and wireless)
- Cloud – IaaS, SaaS and SSO
- Various peripherals, IoT devices and audio-visual solutions (installation and maintenance)
- Multifunction copiers in a managed environment
- IP/Cloud telephony systems
- Ticketing/helpdesk systems
- Enterprise backup solutions

WORKPLACE HEALTH AND SAFETY (WHS) – WORKER

While at work, a worker must:

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the School to allow the person to comply with this Act
- cooperate with any reasonable policy or procedure of the School relating to health or safety at the workplace that has been notified to workers.

Safeguarding Children and Young People

Launceston Church Grammar School is an Australian Childhood Foundation Accredited School and we take the safeguarding of children and young people seriously.

- Ensure all Launceston Church Grammar School policy compliance is met;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management,
- Maintain valid working with vulnerable people registration; and
- Report to management any criminal charges or convictions you receive during your employment that may indicate a possible risk to children and young people.

Attributes and personal qualities

- Ability to work collaboratively, and a strong team player
- Positive, optimistic outlook
- Quick thinker and problem solver
- Patience
- A “can do” attitude with a sense of humour.
- Flexible, responsive and creative with an innovative mindset
- Attention to detail
- Ability to maintain confidentiality and discretion at all times.