



Position Description

Information Technology Support Officer

The School

Hillbrook is a co-educational school of 750 students from Years 7 - 12, established in 1987. The School's motto, "In Balance We Grow" underpins life at Hillbrook, which prides itself on its focus on quality teaching and learning and a specialisation in the nurturing of adolescents. We aspire to provide all members of our staff and student body with support in a community environment.

Staff at Hillbrook are encouraged to become involved in the collegial ethos of the school. All applicants would need to be supportive of the core values of Hillbrook.

The School Leadership Team (SLT) comprises the Principal, two Deputy Principals and a Chief Financial Officer (CFO) and a Chief Operations Officer (COO).

Position

Title: IT Support Officer

Reporting to: IT Services Manager

Status: Full-time, 5 days per week, 7:30am – 3:30pm

Classification: Level 2 (2018 Queensland Anglican Schools Enterprise Agreement)

Role: To provide first level IT troubleshooting and support for staff and students.

Key Responsibilities

Hardware Maintenance, Support and Planning

- Identify and document hardware issues and provide effective and timely solutions.
- Assist in coordinating and carrying out testing and repairs of desktop, server and support equipment when required.
- Liaise with suppliers/repairers to ensure quick turnaround on repairs.
- Ensure effective and adequate provision of AV services for school use. Ensure installation, maintenance and replacement of AV equipment is in line with the schools classroom AV implementation policy.
- Ensure effective and adequate procedures are in place for printer consumables stock and printer maintenance.



Classroom and HelpDesk Support

- Provide first level troubleshooting and support for IT problems and escalate issues to other team members as required.
- Ensure an effective Help Desk system to support staff and students both physically in the IT Support Centre and via the online IT Help Desk. Provide call-out support to administration and teaching staff as required.
- Perform regular Help Desk reporting and housekeeping duties, including updating service and asset records.
- Setup and configure laptop and desktop computers running MacOS and Windows as required.
- Manage staff and student account passwords, access control and group membership needs.
- Support staff and students with the use of the Google G-Suite platform.
- Be available on demand to troubleshoot network connectivity and AV functionality issues in the classroom, including configuration of projectors, displays, printers and other audio equipment.

Documentation and Development

- Accurately document Help Desk procedures and changes to procedures to ensure efficient provision of the service.
- Develop constructive self-help strategies and documentation for common problems, with the aim of boosting general IT usage and knowledge within the school.
- Assist with moving data collection and processing tasks away from the printed page and spreadsheet onto efficient database driven forms and applications.
- Perform required changes to software configurations and operational scripts to ensure secure and efficient access to all resources.

Essential Competencies

- The ability to work in a flexible manner, due to the frequency of ad hoc requests.
- The ability to prioritise and time-manage where there may be multiple competing tasks.
- The ability to work productively, even without direct supervision.
- The ability to effectively liaise with staff, departments and industry in an articulate, pleasant and professional manner.
- Possess positive and friendly interpersonal skills.
- Maintain respect for confidential student and teacher information.
- Competence in Windows and Mac operating system management and configuration, and Windows server management.
- Possession of or eligibility for a 'Working with Children' suitability card.



Qualifications and Experience:

Please include any details of appropriate qualifications and experience.

Conditions, entitlements and benefits:

- The position is full-time, 38 hours per week – 7:30am to 3:30pm.
- Annual leave accrues at 20 days per annum and includes a summer holiday leave loading.
- Sick leave accrues at 10 days per annum.
- Employer superannuation of 12.75% is available where staff make voluntary contributions of 5%. Employer super is paid in addition to salary.

Application Process:

The closing date for applications is **Monday, 11th February 2019**.

In your application, you should include:

- Resume (2 pages maximum) – highlighting experience relevant to the position
- Why you believe that you are qualified for this position
- Why you are interested in this position

All applications should be addressed to the Chief Financial Officer and emailed to positions@hillbrook.qld.edu.au.

Receipt of application will be acknowledged by email.

After the closing date, short-listed applicants will be contacted by the school, in order that an interview can be arranged. Only short-listed applicants will be contacted.