



## Position Description

### ICT Service Desk Officer

#### The School

Hillbrook is a co-educational school of 810 students from Years 7 - 12, established in 1987. The School is growing in size over the next 4 years with up to 900 students by 2024. 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).

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#### Position

**Title:** Information and Communications Technology (ICT) –  
**Service Desk Officer Level 1**

**Reporting to:** Helpdesk Coordinator

**Status:** Full time – 38 hours per week

**Classification:** School Officer Award Level 2  
Qld Anglican Schools Enterprise Agreement 2018 (EA)

**Role:** The ICT Service Desk Officer is responsible for providing first and second line general IT support to Hillbrook staff and students.

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#### School's ICT Mission

To be a pivotal strategic business partner, a trusted ICT advisor and enabler of organisational and educational objectives.



## **Key Responsibilities**

Responsibilities include, but are not limited to:

### Operational

- Provide general first and second-line support of Hillbrook's 1:1 laptop program;
- Provide general first- and second-line support of Hillbrook's Audio Visual Technology (AVT);
- Provide general first- and second-line support of Hillbrook's suite of applications (business and education);
- Utilise Hillbrook's ticketing application according to predefined standards;
- Update documentation (knowledgebase, as-built) as required.
- Contribute to School events, requiring IT and systems support, which may include work during office hours ie sporting events or outside normal office hours ie School organised events
- Contribute to the procurement and renewal of approved incidental/minor IT or AV items as per the procurement policy.

### General

- Adhere to all rules and regulations defined in Hillbrook's IT charter and policies.
- Adhere to ethical standards in accordance with Hillbrook's organisational values.

## **Essential Skills**

### Professional Attributes

- Able to work independently as well as within a team structure;
- Able to follow direction;
- Be self-motivated to learn new skills;
- Possess a strong ability to systematically analyse and solve problems;
- Articulate technical concepts to non-technical users;
- Display empathy and professionalism in accordance with Hillbrook's values;

### Technical Attributes

- Satisfy pre-defined Service Level Agreements (SLA) in exceeding service outcomes;
- Troubleshoot, remediate or contribute to the remediation of issues relating to:
  - workstation operation systems (Windows and MACs);
  - workstation hardware (laptops, desktops) and mobility (smart phones and tablets);
  - peripheral devices (monitors, printers);
  - Hillbrook's suite of business applications (E.g. Office, Zoom, TASS);
  - Hillbrook's suite of education applications (E.g. Moodle, Google Cloud Suite, Office 365);
  - Hillbrook's communication services (Voice, Internet, Video).



## Qualifications and Experiences

### Academic

- Required: Year 12 Certificate or TAFE equivalent;
- Required: Certificate 4 in IT (or equivalent)
- Desirable: Diploma of IT (or equivalent)

### Industry

- Experience:
  - Required: Minimum of 12 months service desk experience within an ITIL framework;
  - Required: Minimum of 12 months experience supporting IT systems and users;
  - Desirable: Minimum of 12 months experience using Jamf to administer iOS and macOS devices;
  - Desirable: Minimum of 12 months experience supporting Microsoft Active Directory (AD);
  - Desirable: Minimum of 12 months experience supporting DNS, DHCP, basic IP Subnetting.
- Certification:
  - Preferable: Help Desk Essentials – Customer Interactions;
  - Preferable: Apple Certified Support Professional – (macOS Essentials 10.14/10.15, Apple Deployment Essentials)
  - Preferable: Microsoft 365 Certified: Modern Desktop Administrator Associate;
  - Desirable: CompTIA A+ or equivalent;
  - Desirable: Microsoft Certified Professional – Windows Desktop Operating System;
  - Desirable: Jamf Certified Associate (Jamf 100 course);
  - Desirable: Apple Certified Support Professional – (macOS Essentials 10.14/10.15, Apple Deployment Essentials)
  - Desirable: Microsoft Certified Professional – Windows Server (or Exchange/SQL);
  - Desirable: CompTIA Networking+ or equivalent (e.g. Cisco Certified Entry Networking Technician).

## Normal Hours of work

Normal hours of work fall between 7am and 6pm, Monday to Friday, with usual daily start and finish times to be 8am to 4pm, with a half hour lunch break. Start and finish times may be varied by mutual agreement.

As per the EA, employees may be required to work up to 10 ordinary hours on identified Special Events during the year eg. Open Days, Celebration Evening, Building Openings, Orientation/ Family Days, Sustainability Day, Musical Events.

**Note:** There may be some outside of normal hours work in times of critical need to ensure the continuity of service delivery. Time off in lieu (TOIL) will be provided for any additional hours worked above the normal ordinary hours of duty.



### **Conditions, Entitlements and Benefits**

- The position is full time, 38 hours per week.
- The Annual Salary range for School Officer Level 2 is between \$54,634 - \$62,545 before leave loading and superannuation.
- Annual leave accrues at 20 days per annum and includes a 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
- Professional development/ training and commercial experience will be provided on an annual basis.
- Possession of a 'Working With Children' Blue Card
- First Aid Certificate, or willingness to obtain necessary training.

### **Application Process:**

The closing date for applications is **Monday 1<sup>st</sup> February 2021**.

In your application, you should include:

- Resume– 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 addressed to the Chief Operations Officer and emailed to [positions@hillbrook.qld.edu.au](mailto: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.