

JOB DESCRIPTION

Job Title:	Information Communication Technology - School Support
Job Type:	Full-time
Salary Classification:	NT Christian Schools AO2.5– AO5.3 scale; 6 weeks Annual Leave
2021 Salary Range (Full-time):	\$62,498 - \$90,491 Dependent on qualifications and experience. Plus superannuation contribution of 10% of your annual salary.
School/Entity:	NT Christian Schools – Darwin Based
Responsible to:	ICT Manager
Advertised:	2022

Introduction

All people who work for NT Christian Schools are expected to have a clear understanding of, and unqualified commitment to, its biblical basis, the *Statement of Faith, 'What We Believe'*. They should act in the work place and in other areas of life in ways that are consistent with that basis. Acknowledging that all people are fallible and good can ultimately only come from God, staff members are expected to be committed to Jesus Christ and ought to serve and love one another as Christ loves them.

General Expectations:

The organisation's vision is to be *a Christian community learning together to live life as God intended, offering hope for the world*. Work in the organisation and in its educational communities involves serving and supporting those people for whom the organisation exists, namely students, trainees, their parents and communities. Each employee is expected to work as a member of a team pursuing this core function: serving and supporting each other in the tasks to which God has called them. The organisation and its educational communities have expectations of mutual love, service, trust, acceptance, patience, forgiveness and support.

Each staff member is expected to contribute positively to the maintenance of a pleasant, purposeful, productive and safe workplace. The organisation expects its employees to be generous, open, work as a team, effective, efficient, attend to detail and contribute to pleasant and positive working relationships.

Primary role

Based in Darwin, the applicant, under supervision from the ICT Manager, will be responsible for the maintenance, application and oversight of ICT services across NT Christian Schools, with some remote support. The position will provide a diverse range of IT support functions to staff at all levels of skill and position. Due to the high degree of independence required for this position, the applicant will be expected to operate using their own judgment, knowledge and experience to trace, troubleshoot and fix all but the most complex of problems which will be escalated to the Senior School & Remote Support Officer or the ICT Manager. Because of this, personal accountability, responsible prioritisation of tasks and efficient management of resources are crucial.

The applicant will be required to work cohesively with staff and is encouraged to be an invested member of the school community. The applicant will work closely with the ICT Team, principals and executive staff to ensure the day-to-day ICT operations of the schools are sufficient and any future needs or developments are identified.

Key areas of responsibility

- **Helpdesk Support:** Provide users with support via Phone, email or in person to resolve problems encountered by users.
- **Multiple Technology Support:** Provide users with both hardware and software support across

multiple technologies including: Computers, mobile devices, networking equipment, telephone systems and printers.

- **Hardware and Software Installation:** Undertake software installation and maintenance on Microsoft Windows 10 workstations including modification and upgrades of existing configurations.
- **Network Maintenance:** Undertake routine network administration tasks such as account administration and network auditing as well as ensuring network infrastructure is functioning efficiently.
- **Repairs and Maintenance:** Troubleshoot and diagnose problems identified by users and, where necessary, perform or organise repairs.
- **Windows Deployment Server Image Generation, Maintenance and Development:** Undertake imaging of workstations and their secure storage and deployment, at regular intervals.
- **Training and Skill Improvement:** Assist and advise all staff in the use of their school issued devices and associated applications. Identify perceived training needs and advise the ICT manager.
- **Planning and Development:** Regularly communicate with the principal and executive staff regarding the use and direction of ICT systems and functions. Identify potential benefits or improvements and advise the ICT manager.

Selection criteria for the position

Essential

- Work experience or an equivalent combination of relevant work experience and training.
- At a minimum studying towards a ICT qualification or a willingness to study.
- Demonstrated ICT diagnostic ability and experience in troubleshooting complex technical problems.
- Experience in administering a networked computer environment running under Microsoft Operating Systems Environments, including software installation and maintenance.
- Demonstrated experience in TCP/IP networking.
- Ability to work independently, ensuring effective prioritisation of tasks and reasonable timeframes for the completion of tasks.
- The ability to communicate effectively with users of multiple levels of skill and experience.
- The ability to work within a team environment and the ability to provide support and/or advice to other team members when requires.

Desirable

- A relevant qualification (degree, Diploma) relevant to the position.
- Experience in development, testing and implementation of standard operating environments (SOE).
- Familiarity with the NTSCHOOLS operating environment and procedures.
- Familiarity with the Compass student information system & the Canvas learning management system.
- Current NT driver's licence

Salary Details

The position of Information Communication Technology – School Support is available at an entry level starting on the AO2.5 pay scale or at a higher level between the AO3.1 to AO5.3 level position within the NT Christian School's AO scale based on qualification and experience. Increments within an AO Level occur on the anniversary of employment, increments between AO Levels (ie. AO3.4 to 4.1) are NOT automatic and will only occur on a satisfactory performance review and the employee reaching previously agreed upon parameters.