Thomas More College believes education is at the heart of a life well lived. It is a philosophy we instil in our students and one which underpins our College maxim of **Learn More** *·* **Live More** *·* **Be More.**

EDUCTION SUPPORT OFFICER

Title:	ICT Support Officer
Employment Type:	☑ Permanent ☐ Temporary ☐ Replacement

Stream:	Resources	**ESO Grade:**	3
Hours/Days of Work	Monday to Friday, 8:00am – 4:00pm	**Weeks Per Year:**	42

PURPOSE OF ROLE

Receiving little direct supervision, the ICT Support Officer provides an effective and efficient service to staff and students to meet their day-to-day Information, Communication and Technology (ICT) needs. Broad direction will be provided to ensure the role contributes to organisational goals.

PERSON SPECIFICATION

- A hands-on problem solver who enjoys working in a close-knit team
- A customer-focused problem solver

Knowledge, experience, and qualifications

- A Certificate IV in Information Technologies (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role. Experience with systems and software used in schools is highly desirable.
- Experience with a broad range of information and communications technology.
- Knowledge and understanding of IT and audio-visual equipment and resources.
- Technically competent and well experienced with a broad knowledge base incorporating a range of theoretical concepts to provide professional ICT support, system and software set up whilst operating a variety of ICT equipment.
- Experienced in taking responsibility for own outcomes in relation to specified quality standards which may involve significant initiative and responsibility.
- Working knowledge of relevant Work, Health and Safety practices, ensuring compliance with relevant policies and demonstrating safe work practices consistently.
- Commitment to continuous learning to remain current in area of speciality relevant to role requirements.

- Demonstrated knowledge and experience working with Microsoft technologies like but not limited to Office 365, Microsoft Intune, Defender and Windows Server is highly desirable.
- Knowledge of and competency with modern computer software and hardware.
- Knowledge of and experience in administrating WHS policies and procedures.
- Experience of working in a school environment would be an advantage.

Skills and abilities

- Excellent communication skills, both written and verbal; the ability to adapt the communication style and language to different audiences.
- Demonstrated strong customer service skills and the ability to interact positively with all members of the school community.
- Proficiency in using a computer and applicable programs, and the ability to operate a broad range of office and other ICT equipment, including some specialist equipment.
- Strong communication and interpersonal skills to foster collaboration, flexibility and be an effective member of a team.
- Ability to work with little direct supervision and take direction on broader technical aspects of the work and identify and apply skill and knowledge in some depth to most matters to achieve required work output and objectives.
- Effective time management and organisational skills and ability to prioritise tasks to meet timelines for required outcomes.
- Demonstrated ability to maintain appropriate confidentiality and system safeguarding.
- Strong organisational skills with attention to detail; the ability to meet deadlines.
- Skilled in the use of various Microsoft Office programs, and in learning other software and databases.

KEY RESPONSIBILITIES

Duties include, and are not limited to:

- Information, Communication & Technology Help Desk support for staff and students.
- Support staff and students in the use of Audio-Visual equipment.

SPECIFIC RESPONSIBILITIES

Information, Communication & Technology (ICT)

- Provide a timely and responsive professional ICT support service to staff and students for both hardware and software to ensure they can effectively carry out their required ICT activities.
- Develop procedures to optimise the effective use of hardware and software applications and associated technical equipment, consistent with Catholic Education South Australia (CESA) policies, procedures, and practices.
- Demonstrate the effective use of hardware and software to staff and students to improve user knowledge and use.
- Consistent with CESA ICT protocols, monitor the performance of the components of a computer network and identify, solve, and rectify routine ICT operational problems.
- Respond to written and verbal communications in a 'help desk' type environment and provide user assistance and support, and installation with applications, programs, and hardware.
- Prioritise urgency of competing demands for ICT support, maintaining effective communication and follow-up to ensure users remain informed and receive appropriate support.
- Remain current with CESA ICT systems, policies, procedures, protocols, and practices to ensure the school maintains a professional ICT service to meet the needs of its users. As required, seek support from Catholic Education Office ICT staff to achieve this.
- Contribute to the development of ICT operational policy, as applicable.
- Undertake timely corrective maintenance tasks in response to necessary, emergency or critical situations which may include out of hours.
- Actively and positively engage in school activities, required training and development, and professional reviews.
- Undertake any other duties as required by the Principal (or delegate).

Audio/Visual

- Provide information about, assistance with and instruction on AV equipment and resources in the College in response to curriculum requests from teachers.
- Liaise with the ICT Department and the Research and Innovation Hub to maintain knowledge of AV equipment, resources, and other relevant ICT equipment.
- Assist with managing the AV room, bookings, set up and distribution of AV equipment.

ALL TMC STAFF SPECIFICATIONS

- Be part of a College Community and represent the College in a professional and friendly manner.
- Contribute to the Community to ensure we provide a school that values and promotes the:
  - Wisdom to Seek
  - Courage to Thrive
  - Power to Change
- Confident, knowledgeable, and successful in the responsibilities required to be undertaken for the College Community.
- Continuous learning and professional development to generate and evaluate ideas.
- Achieve personal goals and College strategic goals.
- Develop respectful, professional, and successful relationships with members of the College Community and provide a great example for work colleagues.
- Come to work each day with a positive outlook and a willingness to support and motivate others, and to achieve excellence.
- Act in accordance with the CESA Code of Conduct and the Charter for Staff in Catholic Schools in South Australia.

PROFESSIONAL DEVELOPMENT

- Attend professional development and training required by the College.
- Actively seek opportunities to increase knowledge, experience and skills held.

CATHOLIC ETHOS

- All staff at Thomas More College are expected to affirm and support the Catholic values and the Religious life of the College
- Where appropriate opportunities present, become involved in the life of the College, including attendance at school Masses/celebrations, staff meetings, and involvement in College events.

POLICIES, PROCEDURES AND GUIDELINES

- Comply with all College and South Australian Commission for Catholic Schools Inc (SACCS) policies, procedures, and guidelines.
- Contribute to the development of relevant policies, procedures, and guidelines.

These responsibilities may vary from time to time after negotiation with the Principal and/or College Business Manager.

REPORTING / WORKING RELATIONSHIPS

The ICT Support Officer reports to the ICT Manager as direct line manager for this position.

Key Working Relationships:

- Business Manager
- Members of the ICT Team
- Teachers and other non-teaching personnel in the College

The Principal is responsible for the employment of all staff at Thomas More College and is considered the representative of both Catholic Education South Australia (CESA) and the Catholic Church Endowment Society (CCES).

WHS REQUIREMENTS

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012. As a worker, you must
- Take reasonable care for your own health and safety
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
  Reference: Division 4, Section 28, WHS Act 2021

SPECIAL CONDITIONS RELATING TO THIS POSITION

- Additional hours/days of work may be required during the year to meet reporting deadlines, College requirements, and other special events. If required, they will be negotiated and agreed with the incumbent and will be paid in accordance with conditions in the relevant Enterprise Agreement (as varied or replaced).
- Required to attend staff days and meetings, when requested, at the beginning and end of the year and during the school year.
- All time off in lieu (TOIL) or overtime is to be pre-approved by the ICT Manager and Business Manager

SPECIFIC REQUIREMENTS

- Current Catholic Archdiocese of Adelaide Clearance Letter or Card
- Current Working With Children Check (WWCC) issued by The Department of Human Services (DHS)
- Current HLTAID012 - First Aid in an Education and Care Setting (or willingness to obtain upon commencement)
- Current Reporting to Risks of Harm, Abuse and Neglect – Education and Care Setting (RRHAN - EC) certification

AGREEMENT

The requirements of this position information document are intended to describe the general nature and responsibility of work in this role. These statements are not to be construed as an exhaustive list of all duties, tasks and skills required of the role. This description should be read in conjunction with the relevant Awards and Enterprise Agreement.

Employees will also be required to follow any other role-related instructions and College policies, and to perform other duties as requested by the Business Manager, ICT Manager, and Principal to support the College's compliance with its legislative obligations. The Business Manager or Principal may, through consultation with the employee, vary the responsibilities of the position as required, but within the skills and responsibility levels appropriate to the position.

PERFORMANCE REVIEW / REFLECTION

- The employee must undertake a review / reflection on an annual basis
- On the first anniversary of your appointment and biennially thereafter, or at another mutually agreed time, consultation will occur between the employer and the employee to ensure that the duty statement is accurate.

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks, and outcomes.

Last revised: April 2025