

*"We are a Catholic community of welcome,  
connecting faith, family & education."*



## POSITION INFORMATION DOCUMENT

Spanning across multiple campuses and sites on Kaurna land in the western suburbs of Adelaide, Nazareth incorporates an Early Childhood Centre, Reception to Year 12 College, a Pathways & Partnership Centre, and a variety of community and engagement programs.

We provide learning that is holistic, inclusive, lifegiving, and lifelong. Our promise is that students will find their chosen pathway and graduate knowing they matter absolutely, have the power to make the world a better place and influence positive change.

A strong partnership between staff, children and families ensures we are all striving for the same outcomes.

Families are at the heart of our faith and learning environment and we are committed to building community through nourishing family life. It's not just students who get to experience what Nazareth has to offer, as we coordinate a range of programs and initiatives to support and celebrate all members of our community including early learners, graduates, parents, seniors and friends.

At Nazareth we invite our community to a deeper understanding of God through authentic, engaging, and life-giving experiences.

From the Early Childhood Centre to Year 12, we are continually examining the needs of young people as we prepare them for life as critical, informed and motivated contributors to the local community and beyond. In our community diverse cultures and religions are recognised and embraced. We embrace a contemporary approach to faith and learning, where innovation, technology and our environment enable both students and staff to be at the forefront of education.

Grounded by our Catholic beliefs, we aspire to be a living experience of Church, with every family and member of our community at the heart of what we do each and every day.

At the centre of Nazareth's vision is a community who, in partnership with Parish, gathers in prayer and celebration, with the Eucharist, from which it draws its inspiration, as the focus. The Christian message, together with the Catholic traditions and practices, is evident in contemporary, relevant, and diverse gatherings.

At Nazareth every single student and their family is known and celebrated for their unique gifts and talents, and it is our mission to help each young person in our care, seek their passions and follow them.

**Name:**

**Position Title:** ICT Support Officer

**Appointment:** Permanent

**ESO Grade:** 3

**Hours per Week:** 37.5

**Weeks per Year:** 48

**Campus Locations:** All campuses

## POSITION OVERVIEW

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The Helpdesk Support Officer reports to the ICT Network Team Manager and is responsible for providing a first level helpdesk service in an efficient and effective manner to support Nazareth's ICT needs.

The position provides support for a range of help desk duties, including first tier ICT resolutions for students and staff. This role is located in a busy operational environment, and they must be able to respond positively and calmly to changing priorities and competing demands.

### KEY WORKING RELATIONSHIPS (INTERNAL)

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- Principal
- College Deputy Principal
- Business Manager
- Nazareth Leadership Team
- ICT Team
- Audio Visual Team
- Staff
- Students

### KEY WORKING RELATIONSHIPS (EXTERNAL)

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- Catholic Education SA (CESA)
- ICT Suppliers and Vendors

### KEY RESPONSIBILITIES/DUTIES

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As the ICT Support Officer at Nazareth, you will work in accordance with the Vision, Mission, Values and Aspirations of the Nazareth Strategic Plan.

The ICT Support Officer will:

- Provide a timely and responsive professional first level ICT support service to staff and students for both hardware and software to ensure they can effectively carry out their required ICT activities, using Active Directory, Azure, InTune, JamF and Service Desk Plus software.
- Log support Tickets into the helpdesk software and action items accordingly.
- Diagnose and resolve hardware and software faults with technology devices (e.g. computers, tablets, smartphones, iPads, AV equipment, printers and photocopiers).
- Consistent with CESA ICT protocols, monitor the performance of the components of a computer network and identify, solve, and rectify routine ICT operational problems.
- Provide an equipment repair service by working with the manufacturer including warranty claims and insurance in a timely manner.
- Develop procedures to optimise the effective use of hardware and software applications and associated technical equipment, consistent with CESA policies, procedures, and practices.
- Assist students to navigate through software issues or overcome system failures to enable them to support their learning activities.
- Maintain the asset management records using asset management software to ensure inventory information is accurate and up to date.
- Maintain accurate and timely documentation including preparing "Help" and "How to" documents for users as well as contribute to our knowledge database.
- 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.
- Coordinate replacement toners and organise repairs for printer and photocopier fleet.
- Image laptops and other devices periodically.

- When required, setup, operate and maintain AV equipment for meetings, assemblies and presentations as required.
- Review footage from campus security cameras for Leadership upon request.
- Actively and positively engage in school activities, required training and development, and professional reviews.
- Carry out other duties as determined by the ICT Network Team Manager, Deputy College Principal and Business Manager.

## **ESSENTIAL PROFESSIONAL AND PERSONAL SKILLS**

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As the ICT Support Officer at Nazareth, you will have qualification and experience relevant to the role, including but not limited to:

- Microsoft 365 Admin Centre
- JamF (iOS software)
- Audio Visual equipment
- Microsoft Office
- iOS applications and equipment
- LAN, WAN, WLAN
- Information security and permissions
- Asset management
- Repair, insurance and warranty claim processes

You will:

- Work closely with other technicians and team members.
- Display, initiative, confidentiality, professionalism, empathy and skill in carrying out the tasks associated with the position.
- Uphold the principles of customer service when dealing with students and staff.
- Demonstrate strong customer service skills and the ability to interact positively with all members of the school community.
- Display strong communication and interpersonal skills to foster collaboration, flexibility and be an effective member of a team.
- Have the 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.
- Display effective time management and organisational skills and ability to prioritise tasks to meet timelines for required outcomes.
- Have the ability to analyse and apply solutions to a range of problems and analyse and plan approaches to technical and related problems, including locating, analysing and evaluating information from a variety of sources.
- Demonstrate the ability to maintain appropriate confidentiality and system safeguarding
- Show commitment to continuous learning to remain current in area of speciality relevant to role requirements.
- Knowledge and understanding of data and principles.

*Additional information and requirements*

- Some out of hours work may be required.
- You will be required to hold the following certificates:
  - Working with children check/Catholic Police Clearance
  - First Aid – HLTAID012
  - Responding to Risks of Harm, Abuse and Neglect – Education and Care.

## WORK HEALTH AND SAFETY

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As a *Worker*, while at work 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 27 and 28 WHS Act 2012*