

POSITION DESCRIPTION

Position:	Information Technology Officer		
Location:	Northern (Rockhampton) Region		
Reports to:	Service Desk Manager	Date:	2023
Classification:	SO Level 4	Status:	Full-Time

Purpose of Position

As a member of the Information Technology Team and under general supervision and direction of the CEO Information Technology Manager, provide support to staff of Catholic Education Diocese of Rockhampton Schools and the Catholic Education Office to ensure the effective and efficient operation of their technology services.

Key Characteristics:

Skills:

Demonstrate tolerance, maturity, patience and a capacity for self-organisation and the ability to respond and adapt whilst operating in an environment which is often demanding and busy.

Facilitate effective communication with staff, students, parents and visitors in a way that enhances the image and contributes to the goals of Catholic Education.

Demonstrate a capacity for tact and discretion and an ability to maintain confidentiality.

Apply knowledge with depth in some areas and a broad range of skills.

Discretion and judgement are required for self and/or others in planning, selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

There is a wide variety of roles and tasks in a variety of contexts.

There is complexity in the ranges and choice of actions required.

Competencies are normally used within a variety of routines, methods and procedures.

Supervision:

Work will be carried out under general supervision and may be checked in relation to overall progress.

Progress and outcomes sought are under general guidance.

May involve a level of autonomy when working in teams.

Supervision of Others:

The work of others may be supervised

Responsibility for the work and organisation of others in limited areas

Teams may be guided or facilitated

Training of subordinate staff may be required.

Qualifications:

Tertiary qualifications at Certificate level or equivalent knowledge, qualifications and experience relevant to the position may be required.

Typical Duties:

Typical duties performed include, but are not limited to:

- Practise confidentiality in relation to all aspects of the role.
- Within a variety of routines, methods and procedures, maintain the hardware and software components of a computer network and provide user support.
- Within a variety of routines and procedures and with a depth of knowledge in some areas, demonstrate to staff and staff the use of complex audio visual or computer equipment, or monitor performance of and carry out repairs to specialised equipment.

Specific Duties:

- Respond to a variety of jobs logged within Service Desk Tool, record incidents and solutions to routine tasks, directing the request to higher level support as required.
- Provide diagnosis of problems and repairs to devices as required.
- Assist with keeping staff up to date with advancements and changes within the Catholic Education Diocese of Rockhampton network.
- Provide a responsive and client focussed support.
- Respond to ad hoc requests from the IT Manager or the Service Desk Manager.
- Assist with the roll out of services and infrastructure within IT project as directed by the IT Manager or IT Projects Officer.
- Assist with the administration of the systems and services including:
 - set up and maintenance of user accounts
 - assist with the installation of required software onto the network and devices
 - assist with the maintaining a vigilant file security regime
 - monitor the currency of updates and patches to systems and application
 - assist with installation, maintenance and support of printers, scanners and other peripheral devices
 - assist with the installation and diagnosis of faults with network equipment and other IT resources
- Test and recommend upgrades to computer equipment as directed.
- Liaise with the Catholic Education suppliers and service providers.
- Maintain relevant documentation and procedures.
- Assist with the installation, maintenance and administration of network servers within Catholic Education Diocese of Rockhampton.
- Provide in person and telephone support to schools in the area of Information Technology.
- Use a variety of applications to provide support and maintain applications in the workplace.

Please note: Travel within the Diocese may be required from time to time and as such an Open Driver's License is a requirement.

I acknowledge that I have sighted and been provided a copy of this Position Description.

Name

Signature

Date