

POSITION DESCRIPTION

Position Title:	Student Information System Help Desk Assistant		
School/College:	Catholic Education Office	Location:	Rockhampton
Classification:	SO Level 5	Reports To:	Assistant Director: Business and Strategy
Status:	Continuing	Employment Type:	Full-Time
Agreement:	Catholic Employers Single Enterprise Collective Agreement -Diocesan Schools of Queensland 2023 - 2026		

CATHOLIC EDUCATION – DIOCESE OF ROCKHAMPTON

Catholic Education – Diocese of Rockhampton (CEDR) supports 10 kindergartens, 31 schools and 8 colleges in the Diocese. CEDR employs staff to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be contributing member of the community in their adult lives. CEDR covers three areas of Ministry: Catholic schools and kindergartens, Adult Faith Education and Formation and Religious Instruction in state schools.

To find out more about our organisation visit <https://www.rok.catholic.edu.au/>

PURPOSE OF THE ROLE

The Student Information Systems Help Desk Assistant supports primary schools and Colleges across Catholic Education Diocese of Rockhampton by providing expert advice on implementation of the Student Information system (SIS) and online enrolment processes.

QUALIFICATIONS/REQUIREMENTS OF THE ROLE

Requirements of the Role

To fulfil the role, a person must hold and maintain a current Queensland Working with Children Clearance (Blue Card).

Qualifications of the Role

Tertiary qualifications at Associate Diploma/Diploma level with appropriate experience or other relevant qualifications and experience which are acceptable to the employer.

DUTIES OF THE ROLE

The duties of the role include (but are not limited to):

- Building relationships with users, technical staff, consultants and system leaders to identify and resolve issues, for example:
 - Principals, Assistant Principals and Administration staff to implement Student Information and enrolment systems in a timely and effective manner;
 - Colleagues from within the Catholic Education Office to develop and maintain systems, respond to emerging needs, improve workflows, and assist wherever help is needed; and

- External partners (i.e., TASS, DigiStorm and CEnet) to ensure high quality service, contemporary expertise, and a best practice TASS implementation for CEDR schools.
- Exercising high levels of confidentiality in all aspects of the role.
- Being an active member of the Business Intelligence (BI) Team.
- Reporting on a regular basis, as required.
- Maximising the user experience of technology solutions in CEDR schools, to enhance the capture and management of data in a systematic manner.
- Developing and maintaining a high-level knowledge of student information and enrolment systems to ensure reliable, dependable, accurate and timely service that supports quality decision-making.
- Performing tasks in accordance with established procedures and guidelines, and where necessary developing and adapting existing processes and procedures to improve service delivery.
- Engaging staff across schools and colleges through the provision of training, advice and support that continually builds capability and capacity.
- Developing solutions to improve data recording, retention, reporting and analysis.
- Facilitating effective communication in a way that contributes to the vision, mission and goals of CEDR.
- Other duties as directed by the supervisor or nominee.

FACTORS OF THE ROLE

1.1. Knowledge Application

- 1.1.1. Self-directed application of knowledge with expertise within an area or discipline using theoretical knowledge or relevant practical experience.
- 1.1.2. A substantial knowledge and understanding of related principles, techniques and practices.
- 1.1.3. Well-developed understanding of relevant statutory, regulatory and policy frameworks applied to a variety of interrelated activities and solutions to a range of problems within the school context.
- 1.1.4. Competencies are normally used independently and both routinely and non-routinely.

1.2. Accountability

- 1.2.1. Accountable for developing plans and objectives for short-term tasks.
- 1.2.2. Responsible for coordinating competing requests and demands, setting priorities and managing the workflow for immediate work area to ensure requirements are met.
- 1.2.3. Responsible for providing professional advice within an area of specialisation or providing technical expertise that contributes to work area outcomes.
- 1.2.4. Accountable for maintaining appropriate risk management programs.

1.3. Scope and Complexity

- 1.3.1. Work is complex and involves various activities involving different, unrelated, but established school and system processes/methods.
- 1.3.2. Circumstances or data must be analysed to identify inter-relationships.
- 1.3.3. What needs to be done depends on analysis of the issues and the selection of an appropriate course of action from a number of options and requires sound judgement.

1.4. Guidance

- 1.4.1. Works under limited supervision and/or broad guidance to progress a series of activities within recognised school and system guidelines.
- 1.4.2. There is a clear statement of overall objectives and in consultation with colleagues, decides on tasks and activities to be undertaken and required deadlines.
- 1.4.3. Work follows well defined and detailed policies, technical or professional guidelines and accepted practice to achieve specific outcomes. There is some discretion to vary or tailor these.
- 1.4.4. Some judgement is required to resolve workplace issues with supervision provided for complex or difficult issues.

1.5. Decision Making

- 1.5.1. Decisions concern a variety of matters.
- 1.5.2. Decisions require evaluative judgement and tailoring methods and practices.
- 1.5.3. Information and advice are provided which is taken into consideration by other decision makers.
- 1.5.4. The position may have significant impact in regard to work area objectives and activities and may impact on other work areas.

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1.6. Problem Solving

- 1.6.1. Work involves a wide variety of tasks that may require organising information and choosing from a limited range of solutions.
- 1.6.2. Creativity and innovation are essential to the position and can be exercised within general guidelines.
- 1.6.3. Unfamiliar issues and situations require action to develop new or improved work methods.

1.7. Contacts and Relationships

- 1.7.1. Communicate with and provide advice and recommendations to a wide variety of customers and external stakeholders/others.
- 1.7.2. Liaise with internal school and system stakeholders/others on moderately complex to complex policy, project or operational issues responding to stakeholders'/others needs and expectations.
- 1.7.3. Interpret and explain school and system policies and procedures providing advice and assistance.

1.8. Negotiation and Cooperation

- 1.8.1. Contact with stakeholders/others is in terms of comprehensive advice, support and resolution of issues.
- 1.8.2. Facilitate effective communication with staff, students, parents and visitors in a way that enhances and contributes to the goals of Catholic Education.
- 1.8.3. A level of tact, discretion or persuasion is necessary.

1.9. Management Responsibility/Resource Accountability

- 1.9.1. Provides on-the-job training, develops staff and sets goals and priorities.
- 1.9.2. Responsible for reviewing, checking or certifying the work of others and monitoring work practices.
- 1.9.3. Provides feedback, support, advice and guidance to less experienced colleagues when required.

STATEMENT OF RESPONSIBILITY

The carriage of the role will always presume the role-holder's responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies. The employee will be expected to abide by the Statement of Principles for Employment in Catholic schools, the Staff Code of Conduct and other CEDR/Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters. Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities. Each employee is responsible for ensuring their health and safety in accordance with the Workplace Health and Safety Act, Qld.

STUDENT PROTECTION REQUIREMENTS

Student protection is paramount in Catholic kindergartens, schools, colleges and OSHC centres. Our commitment to the protection of children is based on our belief that each person is made in the image of God, and our ethos is to provide a safe and supportive environment for all. All children have the right to expect that the school will always act to protect them from any kind of harm. All staff employed by Catholic Education – Diocese of Rockhampton have a responsibility to act in a way which prioritises the safety of all children.

Catholic Education in the Diocese of Rockhampton complies with all Student Protection legislative requirements. This includes meeting the accreditation requirements of the Non-State School Accreditation Board, which has approved the Student Protection Processes and Guidelines to be used in schools.

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

Employee Name (Please Print)

Signature

Date