



St Catherine's School

Anglican day and boarding school for girls,
Kindergarten to Year 12. Founded 1856 in Sydney.

ICT Support

Permanent Full-time – Commencing asap

St Catherine's School is seeking a dynamic self-motivated candidate with technical capabilities to support the school's ICT department to enhance teaching, learning and community engagement.

The successful candidate will possess the following skills and abilities:

Essential:

- Prior experience in delivering Level 1/2 ICT support
- Excellent interpersonal and communication skills.
- Experience with Microsoft technologies including Windows 10 and Office 2013/2016 and Office 365
- Experience in supporting iOS devices.
- Experience in providing Audio visual Support
- Ability to work independently and efficiently to meet deadlines.
- Able to promptly answer support related email, phone calls and other electronic communications.
- Self-motivated, detail-oriented and organised.
- Skills in problem solving, setting priorities, giving guidance and direction, coping with pressure and deadlines and multi-tasking.
- Strong written and oral communication and presentation skills.

The successful candidate will be required to work throughout term time and school holiday periods, on a full-time basis.

Active support for the Christian character and purposes of the school is essential.

The job description is available below. Your CV and letter of application should be addressed to Human Resources. Please apply via SEEK and submit by Monday 28 October 2019.

This position requires the successful applicant to have a Working with Children Check in accordance with the *Child Protection (Working with Children) Act 2012*. Details of how to apply are available on <http://www.kids.nsw.gov.au>.



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Position: ICT Support

Responsible to: Headmistress

Reporting to: Director of ICT

Effective date: 2019

Primary purpose of the position

St Catherine's provides a great environment for an Information Communications and Technology (ICT) professional to grow and learn new technologies. We are on the leading edge of technology in an educational context.

ICT support:

- Respond to first and second level support tickets via our ticketing system.
- Be the first point of contact for user requests, system changes, errors, incidents, including the recommendation of technical solutions.
- Support, maintain and configure Tablets/Laptops and desktops of student and staff.
- Provide Application support including Adobe Creative Suite and Office 365
- Manage and maintain an assets database and document processes.
- Troubleshoot Printers including Canon MFD devices.
- Provide Audio visual Support
- Respond to requests lodged via the ticketing system, phone, and email and ensure all tickets are processed in a timely and accurate fashion.
- Analyse and collate diagnostic information for tickets requiring escalation.

3. General:

- Ensure all support tickets are processed in a timely and accurate fashion.
- Attend periodic meetings to discuss workload, plan activities and solve issues relating to the ICT function.
- Where appropriate opportunities present, becoming involved in the life of school, including attendance at staff meetings, and involvement in school events.

5. Undertake other duties as required by the Headmistress

Selection criteria

The success candidate will possess the following skills and abilities:

- Prior experience in delivering Level 1/2 ICT support
- Excellent interpersonal and communication skills.
- Active Directory, Exchange and Office 365 experience.
- Experience with Microsoft technologies including Windows 10, Office 2013/2016 and Office 365.
- Experience in supporting iOS devices
- Ability to work independently and efficiently to meet deadlines.
- Able to promptly answer support related email, phone calls and other electronic communications.
- Self-motivated, detail-oriented and organised.
- Skills in problem solving, setting priorities, giving guidance and direction, coping with pressure and deadlines and multi-tasking.
- The ability to function effectively in a complex, creative environment with a wide variety of personalities and communities.
- Strong written and oral communication and presentation skills
- Support for the Christian ethos of the School.

Desirable Education Requirements:

- Bachelor's degree or relevant certification in a related discipline, or equivalent experience of at least 2 years professional experience.