



TRINITY
GRAMMAR SCHOOL

SUPPORT POSITION

ICT SUPPORT SPECIALIST

PRIMARY AND SECONDARY SCHOOL

Position Description	ICT Support Specialist
Reporting	Supervisor - ICT Operations Leader Reporting to – Head of ICT
Agreement/Award	Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2017

Mission Statement

Trinity provides boys with a thoroughly Christian education in mind, body, and spirit.

The School

The support staff at Trinity Grammar School undertake an administration, business or operational role and play an essential part within the School, completing their duties in a professional and timely manner whilst supporting the School to meet functional requirements and work to ensure all students are provided with the greatest possible opportunity to reach their full potential.

The School is committed to a professional learning culture in which all staff participate. They are supported to set ambitious personal goals for their own professional practice as well as working collaboratively to achieve strategic, School wide priorities.

Purpose of the position

The ICT Support Specialist is responsible for delivering ICT Services and technical support to the staff and students at the School. This role prioritises service requests and incidents as per the ICT Service Delivery Standards and ticket management practices, supports asset management process and procedures and provides higher level technical support to all staff and students at Trinity Grammar School.

All staff at Trinity are positive in support of the School's traditions and Christian ethos and are expected to be flexible, enthusiastic, competent and dynamic team members who consistently model professional behaviour and collaborative engagement within the daily life of the School.

Members of the School community are expected to co-operate with the senior staff, establish and maintain effective relationships with teaching staff, support staff, students and parents and maintain high levels of confidentiality and professionalism at all times.

Key relationships

All staff are appointed by the Headmaster and are responsible to the Head Master for the overall performance of their duties.

The Head Master delegates authority to the School Executive for the effective management of the School.

ICT Operations Leader will provide guidance and instruction on day to day duties.

Head of ICT will provide guidance and strategic direction of the overall ICT performance of their duties.

Head of Human Resources will provide support and assistance to individual pastoral care requirements.

Key accountabilities

- 1 Deliver ICT Services in line with the ICT Service Delivery Standards and Trinity Grammar School guidelines
- 2 Prioritises service requests and incidents as per the ICT Service Delivery Standards and ticket management practices.
- 3 Supports the ICT asset management process and procedures.
- 4 Provide higher level technical support to all staff and students at Trinity Grammar School.
- 5 Keep abreast of trends and developments in the field of technology in education, and its application to deliver the School's strategic priorities.
- 6 Prioritises staff, students and parents needs and be dedicated to meet their expectations by quickly and effectively solving problems and building credibility and trust.
- 7 Promote ethical, efficient, and appropriate use of physical resources, information technology (equipment and software) and social media.
- 8 Maintain an awareness of contemporary practices in areas relevant to this position and critically assess processes and activities, identify opportunities for improvement in service, efficiency and effectiveness and implement as appropriate
- 9 Manage and maintain formal records required by the School.
- 10 Model the Christian values of the School and provide a Christ-like example to all students regardless of the student's faith or background.

Role Responsibilities

ICT Service Delivery

- 1 Deliver ICT Services in line with the ICT Service Delivery Standards and Trinity Grammar School guidelines
- 2 Develop and maintain documentation, electronic resources and formal records required by the School.
- 3 Prioritise service requests and incidents as per the ICT Service Delivery Standards and ticket management practices.
- 4 Follow service management procedures including communication, change management, outage notifications, and others as per ICT Service Delivery Standards.
- 5 Provides team training and guidance, and collaboration activities with team members.
- 6 Adhere to the ICT asset management process and procedures. This may include not limited to:
 - manage and maintain inventory and asset
 - manage routine servicing and maintenance timetable
 - identify equipment and stock replacement
 - assist in capturing data for the registration of new assets
 - monitoring of equipment loans and checkout procedures
 - secure quotations for specific software and hardware acquisitions
 - organise and manage storerooms throughout the School where equipment is stored
- 7 Provide rotation after hours and evening duties (both remotely and onsite) for events such as parent evenings, staff professional development, systems upgrade and maintenance.

Technical Support

- 1 Prioritise service requests and incidents as per the ICT Service Delivery Standards and ticket management practices.
- 2 Provide higher level technical support to all staff and students at Trinity Grammar School.
- 3 Install and configure new technology used by the staff and students at the School, such as software, systems, networks, printers and phones.
- 4 Provide high level troubleshooting to systems and applications, run diagnostics on malfunctioning hardware or software, finding and implementing solutions.
- 5 Writing reports on the status of all hardware and software.
- 6 Assist to manage the configuration, deployment, and maintenance of a Standard Operating Environment (SOE) deployed throughout the School campuses to enable users to maintain consistent reliability and performance.
- 7 Implement new application or operating systems, including running tests in all systems; evaluating new applications or operative systems; and installing and training of the users.
- 8 Setting up profiles, emails, and issuing access passes for new employees and assisting in all password-related issues.
- 9 As directed, maintain the optimal operation of all network hardware and equipment, including, routers, switches, wireless access points, cable management, and internet.
- 10 As directed, ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems.

Project Management

- 1 Coordinate projects as per the Trinity Grammar School guidelines.
- 2 Assist in the delivery of all relevant ICT projects to ensure the appropriate technical solutions are in place to deliver the most effective business and/or learning outcomes.
- 3 Provides ICT team members project updates and training and documents of projects.
- 4 Collaborate with ICT staff to facilitate the delivery of projects which often involves developing pilot tests and proof-of-concept scenarios with staff and students.

Communication

- 1 Prioritises staff, students and external stakeholder needs and to meet expectations by quickly and effectively solving problems and building credibility and trust.
- 2 Promote ethical, efficient, and appropriate use of physical resources, information technology (equipment and software) and social media.
- 3 Work collaboratively to identify and employ process improvement methodologies and the application of innovative procedures.
- 4 Operate with discretion, respect, trust and discernment while also maintaining confidentiality in all aspects of student, staff, parents and School information.

Professional Learning and Team Development

All staff are expected to meet and maintain their professional skills and undertake appropriate training as required.

- 1 Contribute to and participate in professional learning in order to demonstrate continual improvement in professional skills and practice.
- 2 Be the focus of innovation and development within the team, and value the voices, capacities and contribution of team members and support the development of new ideas.
- 3 Foster a culture of professional growth through mentoring, goal setting, observation of classroom practice and feedback to team members.
- 4 Review staff performance and provide constructive feedback and, where required, work with senior staff to investigate concerns about a staff member's practice and develop appropriate support plans.
- 5 Ensure School compliance requirements are current (First Aid, Working with Children Check etc).

Child Safety Standards

- 1 In line with the School's Core Staff Documents and associated Policies and Procedures, all staff are responsible for understanding and applying the School's Child Safety Policies and Procedures, including identifying and reporting risks, identifying child abuse indicators, management of disclosures and internal and external reporting obligations.
- 2 Communicate confidentiality with appropriate senior staff any issues or perceived danger to a student.
- 3 Where students are under your care, take all practicable measures to protect students where a risk to their safety has been identified.

Work Health & Safety

All staff are expected to:

- 1 Adhere to and implement safe work practices and procedures in accordance with Trinity Grammar School policies.
- 2 Work safely and report any hazards in accordance with School procedures.
- 3 Monitor and take full care of the health and safety of others.
- 4 Participate when required in the resolution of safety issues.

Professional Experience and Requirements

Essential

- Tertiary qualifications in Information Technology or similar
- A broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking
- Experienced in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and networking.
- Experience in a level two technical support role
- Co-ordinated at least 2 majority projects and a technical role for a minimum of 5 projects
- Supported office and education cloud-based productivity and collaboration applications and services for medium scale environments eg Google Apps, Microsoft Office365, and learning management systems.
- Demonstrates involvement in organisational technology trends
- Evidence of best practices with ICT service management frameworks
- Valid NSW Working with Children Check
- Current First Aid Certificate, CPR Certificate, Anaphylaxis and Asthma Management Accreditation

Desirable

- Membership of relevant professional association
- Evidence of best practices with ICT service management frameworks
- Evidence of team lead roles
- Intermediate expertise of one or more scripting languages.
- Integration of ICT and AV network technology
- Implement and administer networking in switching, routing, and wireless technologies
- Administration of office and education cloud-based productivity and collaboration applications and services for medium scale environments eg Google Apps, Microsoft Office365, and learning management systems.

Supporting information

- Scripting languages - PowerShell, Bash or Python
- Firewalls - Next Generation Palo Alto firewalls
- Switching and wireless certification - Enterprise Aruba Wireless Solutions, ClearPass
- Operations system certification – System Center Configuration Manager, SCCM, Mac OS X System Administrator
- Virtualization technologies VMWare vSphere - VMWare Certifications
- Backup Monitoring Systems - Veeam Backup Certifications
- Cloud hosting environments - Azure and Amazon AWS Azure Fundamentals and/ or Administrator and AWS equivalent.
- ICT Service Management Frameworks - ITIL v3.0
- Project Management – Project Management Professional, Prince 2, PMBOCK or equivalent PM certifications
- Design and build technology solutions - Microsoft Certified Solutions Associate (MCSA) or above
- Networking certifications in Cisco Certified Network Associate (CCNA) or equivalent.