



ADVERTISED POSITION

ICT TECHNICAL SUPPORT OFFICER

POSITION DESCRIPTION

Position Title: ICT Technical Support Officer

Reports to: ICT Systems Administrator

Work Fraction: Full Time (1.0 FTE)

Job Purpose:

The ICT Support Officer will support and assist the ICT Systems Administrator with Level 2 service. This includes ICT support related to infrastructure and software that affords the College the ability to effectively conduct its business.

Commencement date:

May, 2021 (to be negotiated)

Main Attributes of the Successful Candidate

HillSide is a Church-based school. It will therefore be a requirement for the applicant to have an active Christian faith, as the person will interact with students, parents and staff within the College's Christian framework. The ability to support, practise and understand Christian content will be required in relation to the context of the position.

The candidate will also have demonstrated servant-hearted character over time, and will continue to develop a skill base that allows them to support ICT infrastructure and service delivery for this Christian organisation. Their professional skills will be developed both through specific study and experience. Typically, this candidate would have experience with general ICT support and would be capable of learning new concepts and work quickly.

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WEBSITE: HILLSIDE.WA.EDU.AU
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HILLSIDE CHRISTIAN COLLEGE
336 HAWTIN ROAD
FORRESTFIELD 6058
WESTERN AUSTRALIA



A MINISTRY OF
HILLSIDE CHURCH
HILLSIDE.ORG.AU



There would need to be a demonstrated history of cooperative and collaborative practice by the candidate. They will be multi-skilled, and flexible in their learning and delivery of service. They will be a proven problem-solver with a flexible knowledge base and ability to multi-task, learn and deliver ICT services. Students and staff work primarily with MacOS and Apple devices, however the network and server infrastructure is varied and complex in nature, and includes MS servers.

The successful candidate will be self-motivated, be able to perform their role effectively and independently, and also be a team player. They must be able to work unsupervised, setting goals in-line with the ICT Systems Administrator's directions. Experience in a school-based or church position, or other relevant industry may be an advantage to the applicant.

Major Responsibilities

- (a) Level 2 help desk support, via phone and onsite;
- (b) Aid with maintenance, installation and management of client machines, mainly MacOS and iOS;
- (c) Server maintenance – MS Server 2016 and 2019;
- (d) Provide support to the ICT Systems Administrator where needed;
- (e) Aid with the documentation of the ICT system and design of training documents as directed by the ICT Systems Administrator;
- (f) Fix minor computer hardware where possible or coordinate hardware repairs;
- (g) Work with teachers to support the ICT learning programme;
- (h) Liaises with teachers and students where necessary to communicate ICT plans, operations and practice;

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- (i) Participate fully in the Christian life of the College, including worship services and staff spiritual retreats;
- (j) Attend any Church service/s related to the College, or any event required by the College Principal;
- (k) Any other task required as directed, under the delegation of the Principal.

Skills Required

- (a) An ability to work positively within the College team environment including building effective working relationships with other members of the College community;
- (b) A demonstrated ability to communicate effectively verbally and in writing. This includes the capacity to deal effectively with conflict;
- (c) Strong work-related character traits including honesty, humility, sensitivity and selflessness;
- (d) Problem solving ability and a solutions-based approach;
- (e) Ability to adapt to change and the ability to work within a changing educational and work environment;
- (f) The ability to perform all tasks in a professional way;
- (g) Ability to work within government and school-based policy;
- (h) Use, implement and also train staff in operating standardised ICT software including LMS systems, Office 365, MacOS, iOS and other general software;
- (i) Experience with networks and commercial firewall systems;

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- (j) Experience with MDM management software;
- (k) Experience with MS Azure Active Directory and MS cloud services;
- (l) Experience with MS Server 2016/2019.

Selection Criteria

- (a) Describe your general experience and ability to support end user devices.
- (b) How have you developed your ICT skills over time and what is your current skill set?
- (c) Outline your experience working within a school, church environment or other relevant sector.
- (d) Please describe examples where you have solved basic and intermediate ICT problems.
- (e) Outline your role and contribution to the life of the Church. Include your Christian faith story.

CONTEXT

HillSide Christian College is seeking a dedicated and enthusiastic ICT support officer, from May 2021 onward. Please note: there may be the opportunity, based on the availability of the candidate, to negotiate the start date. It is appreciated that availability, or required notice in relation to the candidate's present position, may affect the possible start date. The initial contract will be 12 months fixed term with possible extension.

The successful applicant will help with running the College's network supporting the ICT Systems Administrator. This person will work closely with the ICT Systems Administrator, Marketing Coordinator and Business Manager.

The successful applicant will be expected to sign a Contract of Employment and all other school-based (signed) documentation, including the College's Statement of Faith. Signing the

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Employment Contract and Code of Conduct is mandatory, along with presenting a National Police Clearance that is recent and acceptable to the College. All employees must maintain and possess a valid Working with Children Card. Remuneration will be based on experience.

The full time position will be 38 hours per week , as articulated in the Contract of Employment.

HillSide ICT Support (Administrative) Officer Pay Scale (scale level is based on experience):

Administration Salary Level: Officer Level 2 (current scale)

Year 1 - \$59,724 p.a.

Year 2 - \$61,352 p.a.

Year 3 – \$63,066 p.a.

Year 4 - \$64,855 p.a.

A copy of a sample Employment Contract will be made available to applicants upon request and at the College's discretion. The Contract will be initially fixed term with a six-month probation period. Please refer to the Contract for all other details.

You may also contact the College for more information about the school.

For further job-related information please contact Mr. Stephen Lamont (Principal)
(08) 9453 2644 or email: stephen.lamont@hillside.wa.edu.au

Application Instructions

1. Forward a comprehensive CV, with a covering letter, that outlines your skills and experience in relation to this position.
2. Include a Christian oriented reference from your Church Pastor or contact details listed in the CV.
3. Address the Selection Criteria in relation to the position. One page maximum in 12 point font per criterion is mandatory. (Maximum 5 page total).
4. Provide copies of compliance documents listed below in the application. The original items should be available for sighting if a candidate is interviewed:

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- (a) Birth certificate;
- (b) Satisfactory National Police Clearance or willingness to undertake one;
- (c) Working with Children Check (WWC);
- (d) Photographic identification;
- (e) Copy of any qualifications.

Once your application is received, an email will be sent to you confirming the receipt of the application.

Interviews and referee checks will be integral to the selection of any candidate.

Applications must be submitted prior to 4.00 p.m. (WST) by Friday 30th April, 2021.

Applications must be submitted by email, hand delivered to the College (with receipt), or posted. Late applications will not be accepted.

Please mark the email subject line for the application's submission as:

"Confidential: Mr. Stephen Lamont – Principal".

The successful applicant will be notified in writing and will be required to sign the Contract of Employment and all other documents within 48 hours from the offer of employment in order to secure the position. Failure to meet this deadline may result in the position either being re-advertised, or offered to the next highest ranked candidate.

Please note: The College reserves the right to fill the position at its discretion and timing, and to withdraw the position if required. The position will only be filled by the College when a suitably qualified applicant is secured.

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