



Appointment of ICT Helpdesk Support Officer

Come and join our vibrant school, located in a growing NSW regional centre where lifestyle, affordability, low stress and rich community are realities. This position supports the processes and systems related to people in our school, promoting an organisational culture that enables Calrossy to succeed in offering outstanding education to the children and youth of North-Western NSW.

We are seeking an enthusiastic ICT Helpdesk Support Officer, commencing as soon as possible. This is a full time position and the successful applicant will be required to demonstrate competent communication and administrative skills. They will need to have excellent organisational ability and be part of a cohesive team required to support the staff and students of the School.

Location

Calrossy Anglican School, Tamworth

Role accountability

- The position functionally reports to the Director of ICT

Collaborates With

- Internal: teaching and non teaching staff, students
- External: parents, third party providers, professional organisations, other schools

Our School

Calrossy is a leading Anglican Day and Boarding School located in Tamworth, a thriving regional centre in the North-West of NSW. It is a 'coeducational school with a difference', catering for approximately 1,050 girls and boys from Pre-School to Year 12. We have moved into our second century with a bold vision of quality Christian education for the young men and women of regional Australia, under the auspices of the Anglican Diocese of Armidale. Whilst a comprehensive school with an open enrolment policy, Calrossy has performed as the top academic school in North-West NSW in the past ten years, regularly achieving HSC results in the top echelon of schools in the state.

In 2021 we launched eCalrossy – a full time distance education program in which students utilise the benefits of live video conferencing to be in contact with their teachers and classmates for 100% of class time. Students also have 3 one-week residential sessions each year. Initially offered to just Year 7 students, in 2023 this program has now expanded to cater for students in Years 5 to 9.

A stimulating school environment

Calrossy is a forward-thinking school, creating innovative and modern working environments that enhance student learning and fosters a passion and a culture of participation in all aspects of school life. High quality staff and strong workplace management supports our teaching and learning, promoting success and engagement for students, both outside and within the classroom.

Well known for our outstanding and distinctive approach to wellbeing, Calrossy is a place of belonging, where each student's wellbeing is nurtured, catering for individual special needs and potential.

Calrossy operates on two campuses in Tamworth, with the Junior School and Years 7 – 9 located on the William Cowper Campus in North Tamworth and Years 10 -12 students learning at our Brisbane Street Campus in East Tamworth. Boarding facilities for both girls and boys are provided within the school and nearby. Calrossy also operates Tangara Farm as a Trade Training Centre which is home to our renowned Agriculture and Primary Industries programs.

Our Vision and Mission

Calrossy Anglican School provides excellence in Christian Education, and we seek to produce graduates who are creators of hope and change that matters.

Our school values are **Integrity, Resilience, Selflessness,** and **Inclusiveness.** Operational values are **Integrity, Accountability, Empathy and Courage.**

Childsafe Organisation

As a Childsafe school, we are committed to high standards of care and practices to ensure the safety and protection of children. Every staff member must have a current **Working with Children Check** and is required to actively support our school as a safe learning environment.

Vaccination status: Candidates who are granted an interview will be asked their vaccination status.

Applications

Please forward applications for this position to the Principal, supported by a letter of introduction, appropriate Curriculum Vitae and the Calrossy application form (on the School's website) via admin@calrossy.nsw.edu.au.

A salary package will be negotiated in accordance with the Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2021.

Queries about this position can be directed to the Human Resources Officer, Sally-Anne Fielding via hr@calrossy.nsw.edu.au.

Applications close on Sunday 16 July 2023.

Primary Objectives of the Position

The position exists to provide a service to the school which enables delivery of its strategic plan. This includes supporting all students and staff to conduct their primary roles and create an environment which supports and encourages innovation.

Qualifications, Skills and Experience

Key areas of responsibility

- Operate the student 1:1 support desk
 - Attend the support desk daily during agreed hours
 - Provide student support for 1:1 laptops and iPads following agreed procedures
 - Maintain spare parts and/or devices for 1:1 program
 - Keep accurate up to date records of 1:1 program assets
- Provide Help Desk support to all staff and students at Calrossy Anglican School
 - Resolve ICT Help Desk queries, incoming calls and emails to Helpdesk queue/system in a timely manner including the management of helpdesk tasks scheduling and escalation of issues
 - Ensure all jobs are prioritised and actioned in a timely manner consistent with all school's Policies including Helpdesk Standards and Performance Expectations
 - Ensure all jobs are closed following completion
 - Make sure requesters are regularly informed of progress of support tasks and customer feedback is sought before ticket is closed
 - Ensure any support tasks undertaken including phone requests and walk ups are entered into the helpdesk system
 - Enter accurate time information for all jobs undertaken into the helpdesk system, and maintain accurate job status information
 - Train staff, at point of need, in the operation of computer software and hardware
 - Ensure that tasks are escalated or assigned to a third-party service providers as appropriate
 - Encourage and reinforce requester behaviour consistent with CAS policies
 - Assist in the procurement of IT resources
 - Proactively plan and document work on assigned tasks in an agreed format
 - Provide assistance in documenting policies, procedures, work instructions and other various communication for end user support
 - Maintain an accurate list of ICT equipment, including peripherals, held within the school and keep it updated in the Help Desk system

- Exhibit awareness of the need for sensitivity in dealing with all members of the Calrossy community together with those in the wider community
- Identify and meet internal and external customer needs and ensure that agreed customer expectations such as timely and accurate responses are met
- Deliver exceptional customer experiences
- Keep current with technologies employed by Calrossy Anglican School
 - Meet training objectives as agreed with Director of ICT
 - Undertake formal and informal training to improve skill set in hardware/software used by the school
 - Become familiar with operating systems, hardware and software used by the school
 - Assist other IT team members by developing specialist skills in an area.
- Any other duties as requested by the Director of ICT

Essential Criteria

- Current Working with Children Check
- Willingness to uphold the Christian mission for the school
- Honesty, Integrity and authenticity in dealings with colleagues, students and staff
- Critical eye for detail, organisational and decision-making skills
- Ability to work with sensitive information in a professional/discrete manner maintaining confidentiality
- Comply with the School's Code of Conduct and other relevant school policies and procedures
- Ability to work positively, harmoniously and constructively in a team environment
- Enthusiastic and positive attitude
- Ability to exercise initiative and work effectively in a team environment
- A neat and tidy appearance and overall attitude vital to fit in with the fabric of the School community
- Ability to work unsupervised

Qualifications/skills required

- Suitable qualifications and /or experience in relevant field
- Strong computer literacy
- Demonstrated competent level of computing and administrative skills including word processing and spreadsheets
- Ability to maintain confidentiality of records and information
- Ability to maintain both paper - based and electronic records and filing systems
- Ability to deal with ambiguity, pressure and change and readily adapt to new environments and subject matters
- Demonstrated commitment to contributing to a positive and constructive team environment
- Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines
- Ability to work effectively in a busy environment
- Ability to cultivate productive working relationships in a small team environment
- A high level of initiative and ability to achieve results
- Excellent communication and team - working skills
- Strongly developed interpersonal and communication skills, including well developed listening skills.

Future Growth Areas

- Initiate new responsibilities and help to plan for the future of the site/network
- Identify processes suitable for automation and develop strategies to automate these.

Desirable Criteria

- Current driver's licence