ST EDWARD'S COLLEGE
A CATHOLIC SCHOOL IN THE EDMUND RICE TRADITION
Where young men achieve

CHRISTIAN BROTHERS
TRUSTEES OF THE CHRISTIAN BROTHERS ARBN 066 939 786
INCORPORATED IN NEW SOUTH WALES THE
LIABILITY OF THE MEMBERS IS LIMITED

EDMUND RICE EDUCATION
AUSTRALIA
www.erea.edu.au

Role Description

Help Desk Support Officer

The Help Desk Support Officer is a member of the Information Services Department (ISD) and is responsible to the Information Technology Manager for coordinating the College IT help desk so that the College operates smoothly as a Catholic School in the Edmund Rice tradition.

The Help Desk Support Officer works closely with the IT team to provide technical support to students and staff within a Microsoft technology environment. Duties include maintaining, operating and supporting the College Student Laptop Program in a professional manner that ensures the College's educational and administrative needs are satisfied.

College Ethos

- Demonstrates support for the philosophy and values of the College
- Fosters the charism of Edmund Rice
- Models high professional standards which aligns with the EREA Code of Conduct
- Supports College policies and programs
- Demonstrates loyalty to professional colleagues
- Participates in the EREA Formation programs
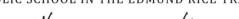
Student Laptop Program

- Manage and support the College's Student Laptop Program, ensuring appropriate turn-around times for repair and reimaging of student laptops
- Keep accurate records of students' details concerning their laptops within the College Help Desk
- Ensure the Help Desk is adequately covered during all break periods, including before school, recess, lunch and after school
- Liaise with hardware vendors to ensure timely resolution of hardware repairs
- Log Help Desk tickets for IT support requests over the phone or via email from staff and students
- Collaborate with other Help Desk team members concerning common approaches to student requirements and problems
- Maintain an inventory database of all College equipment including all spares
- Develop and maintain online documentation as required
- Liaise with students and parents to ensure their requirements are attended to promptly and are dealt with in a satisfactory manner
- Forward incident reports and charges to the College financial department for parent billing

Staff Support

- Provide support in all areas of the College learning environment, including projectors and audio-visual equipment
- Assist staff in basic navigation and support of College student administration system
- Support for all staff applications

- Liaise with staff to ensure their requirements are promptly attended to and are dealt with in a satisfactory manner with staff kept informed of any outstanding requests

Technology Environment

- Assist in the management and support of the College Standard Operating Environment
- Provide support and training for Microsoft technologies like Windows, Office Suite (Word, Excel, PowerPoint, Outlook etc) and Office365
- Provide support and management across the College fleet of Intel/PC Hardware
- Maintain and support all user details in the College Microsoft Active Directory
- Assist staff and students in the support and setup of Apple iOS and Android phones and tablets
- Assist, when necessary, with after-hours support

Administration

- Assist team members in the support and maintenance of College systems, including:
  - Virtual and physical server infrastructure
  - Network infrastructure
  - College Storage Array Network (SAN) environment
  - Wireless network
  - VoIP Phone system
- Manage all aspects of user account and support in the various College directories
- Perform other appropriate project and related duties as required

Other Considerations

- Participate in professional development opportunities within the College and external training providers
- Research and effectively communicate new technology solutions to team members that will improve workflow or students' experience with technology
- Prioritise and organise workloads and projects to work within team deadlines

Key Accountabilities

- Provide a high level of customer service while supporting our computer environment. Support includes tasks such as logging, assigning, tracking and resolving faults and service requests
- Provide Level 1 and 2 technical support to more than 1,000 users either face to face, via phone, email or remotely
- Troubleshoot issues in a Windows based environment
- Support a range of Hardware (Desktops, Laptops, Projectors, Printers and Phones) ensuring continuity of usage for all users with minimal disruption
- Escalate issues to other team members where appropriate
- Communicate with hardware vendors to arrange repairs of devices in a timely manner
- Perform user account administration maintaining user access in the various Systems and Software

Requirements

- 2+ years of Desktop experience within a Help Desk / Desktop environment
- Extensive PC Hardware support experience
- Extensive PC configuration and troubleshooting experience

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- Strong knowledge of Windows 10 Operating System
- Strong knowledge of MS Office 2016 and Office 365
- Experience troubleshooting network technologies including LAN and WIFI
- Knowledge of iPhones, Android Phones and iPad
- An understanding of TCP/IP networking
- Experience in Exchange and Active Directory administration is desired
- Attention to detail and problem-solving skills
- Outstanding customer service and communication skills
- Strong team player who works well within a team environment
- Punctual and accountable with a strong work ethic