# NAMBOUR CHRISTIAN COLLEGE

## POSITION DESCRIPTION
## Information Technology (IT) Technician

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| **Position Purpose** | In support of the Mission and Vision of NCC provide expert support to users of the College Computer Network and as part of the IT team assist with maintaining all computers and peripheral devices in the College. |
| **Qualifications & Experience** | A formal qualification is desired, but not essential. Staff are encouraged to hold a formal qualification and to advance their skills and knowledge base. |
| | A current Paid Working with Children Check (Blue Card). |
| | As a minimum, three years in a similar role. |
| **Accountability** | Head of IT and ultimately the Executive Principal. |
| **Key Relationships** | Executive Principal, Heads of Schools, Heads of Departments, Head of Business Operations and members of staff, students, parents and visitors, as required. |

**Personal Requirements**

These are generally personal in nature and reflect the desired attributes of staff.
- Have a personal faith and commitment to Jesus Christ
- Demonstrate an ability to translate faith into practice
- Proactively contribute to the delivery of the Mission of NCC
- Demonstrate, establish and maintain appropriate professional boundaries with students.
- Actively support and always act in a manner consistent with the College ethos and Staff Code of Conduct
- Act with integrity, loyalty, honesty and accept authority
- Act with tolerance and compassion
- Demonstrate an ability to forgive and accept forgiveness
- Demonstrate an acceptance of other people
- Exhibit self-discipline
- Demonstrate a willingness to learn and engage in professional development
- Maintain confidentiality.

**Professional Competencies**

The following professional competencies are essential to this position:
- Possess strong organisational and time management skills, with the ability to prioritize tasks, meet deadlines pre-empt possible problems/difficulties and concurrently manage several competing tasks
- Ability to work effectively in a team and collaborate with colleagues from different departments

- Be efficient and accurate with data entry, record keeping and file management
- Capability to adapt to changing situations and maintain composure in a dynamic environment
- Able to communicate professionally with staff, parents and students in both written and oral form and make timely informed decisions based on the available information and considering the impact to the organization
- Demonstrate a level of commitment to maintain personal professional knowledge and skills
- Have a working knowledge of the College's Enterprise Agreement particularly as it relates to staffing/hours of work
- To understand scope of role in relation to Pastoral Care Policy and Procedures
- Demonstrate confidentiality and discretion in relation to sensitive information regarding students, parents and/or staff
- Be well-informed in relation to responsibilities under the Privacy Act
- Be well-informed in relation to responsibilities under the Commission for Children and Young People Act 2000 and revisions 2004

## Key Responsibilities

The responsibilities for this position are detailed under broad headings. From time-to-time other duties may be deemed necessary and these will be determined in conjunction with the accountable person/s. Attention is to be given to maintaining the priority of the duties listed below.

### General Responsibilities

- Serving as the first point of contact for users seeking technical assistance
- Develop proficiency in supporting all aspects the College IT infrastructure
- Develop knowledge of College policies and practices.  This may involve an introduction to the academic-based aspects of the College.
- Complete tasks and requests as logged through the College IT Help Desk
- Work with staff and students, when directed, in classrooms and computer labs to assist with the use of the College technology to enhance teaching and learning
- Maintain desktop/laptop computer systems and associated peripheral devices.
- Process device repairs in accordance with internal documented processes and liaise with vendor/s for onsite repair when necessary.
- Lodge warranty requests when required, liaising with vendor/s for support.
- Analyse, diagnose and resolve complex user problems and suggest corrective solutions

- Create and keep up to date documentation of all college systems and services
- On occasion, complete onsite maintenance at remote locations
- Perform regular maintenance and updates to College websites.

Perform other duties as required.

**Remuneration**    In accordance with levels set out in the NCC Enterprise Agreement

**Reference Documents**    NCC Child Protection Policy
NCC Staff Code of Conduct
NCC Enterprise Agreement
NCC Staff Dress Code Policy
NCC Workplace Health and Safety Policy

**Hours of Work**    As per Employment Contract