Mary MacKillop Catholic Regional College

ICT Technician

Role: ICT Technician
FTE: 0.5

Description of the Role
The ICT Technician provides level 1 technical support for the College's network, servers, clients, software and peripherals. He/She also assists, where possible, with the implementation of ICT strategy and policy under the direction of the College Information and Communications Technology Advisory Group (ICTAG) and the ICT Manager.

The ICT Technician is responsible for undertaking the initial investigation of incidents logged with the service desk and initiating problem resolution within the College FITS (Framework for ICT Technical Support).

ICT Component of Role
100% effort

Reporting To
Principal via ICT Manager and ICTAG re ICT role
Business Manager re VCEMEA2013 issues, eg. Leave, sickness, attendance etc.

Desirable Qualifications/Experience
1. Microsoft, Cisco or equivalent industry certifications (e.g. MSCE, CCNA, CompTIA Network +, etc) or demonstrated willingness to get same within 2 years
2. Minimum 2 years of ICT technical support experience
3. Framework for ICT Technical Support (FITS) Practitioner certification or demonstrated willingness to get same within 2 years

Core Competencies
1. Good written and oral communication skills
2. Good client and server operating system skills
3. Expert Operating System and Microsoft Office Suite skills
4. Methodical approach to technical issue identification

Mandatory Responsibilities
1. Is a member of the College Information and Communications Technology Advisory Group (ICTAG)
2. Possess an in depth understanding of the school's vision and values
3. Undertake tasks and projects delegated by the ICT Manager, ICTAG and the Principal
4. Train staff in the issue reporting processes and use of the Service Desk software platform for logging issues and monitoring progress.
5. Manage and monitor faults and issues through the Service Desk software.
6. Escalate issues and faults to the Level 2 Engineer and Level 3 IT Manager when required.
7. Provide Level 1 support on technical related matters, including re-imaging clients.
8. Monitor backups and change backup media on a regular basis.
10. Apply database and software upgrades (e.g. SAS2000, Accelerus, On Demand Testing, Library DB, etc.).
11. Desktop and Notebook maintenance.
12. Desktop and Notebook fault troubleshooting.
13. Troubleshoot printer faults. (Liaise with printer technicians)
14. Liaise with Vendors for hardware warranty support.
16. Assist with image creation.
17. Report any server or switch hardware faults to Connectivity I.T. Help Desk.
18. Edge Cabinet cable management & dust removal.
19. Provide technical advice to staff and students.
20. Operate within defined business processes of the College.
21. Strip and clean at least 2 labs per semester.
22. Assist with orientation of new staff to ICT in the College.
23. Monitor and update antivirus software.
24. Conduct emergency repairs on equipment or seek replacements.
25. Monitor user access trends, inappropriate files or excessive storage volumes.
26. Provide regular reports to the Principal via ICTAG.
27. Maintain an appropriate Service Desk software platform.
28. Maintain technical documentation and record keeping.
29. Develop, maintain and distribute software images to College owned computers.
30. Implement web filtering changes after approval by ICTAG.
31. Change or support student passwords as appropriate.
32. Log jobs for equipment failure on appropriate helpdesks as appropriate (for Projectors, laptops etc).
33. Maintain accurate register of 1:1 devices within the College.
34. Collect 1:1 device, check for damage and let the finance department know of instance of billing where appropriate upon students leaving the College.
35. Arrange repairs and warranty servicing as appropriate on 1:1 devices.
36. Change student passwords as appropriate.
37. Set up student accounts and email addresses as appropriate for new students.
38. Perform other duties as directed from time to time by the Principal, ICTAG, or ICT Manager.

**Key Performance Indicators**
1. Provision of regular updates to the ICTAG.
2. Meet agreed service level targets.
3. Relevant documentation updated regularly and accurately.
Information and Communications Technology Advisory Group (ICTAG)
Principal, College Executive members as required, e-Learning Coordinator, ICT Manager, Data Services Coordinator, ICT Technician Level 1
(Current Chair: Deputy Principal – Teaching & Learning)