



SACRED HEART GIRLS' COLLEGE

ICT SUPPORT AND AV TECHNICIAN

POSITION DESCRIPTION

Sacred Heart Girls' College is a Catholic faith community enriched by the Our Lady of the Missions charism; a community where students are at the heart of all that we do.

We commit to honouring the uniqueness and gifts of each person by:

- Celebrating and strengthening our Catholic identity, history and heritage
- Creating an authentic, challenging, collaborative and safe learning environment
- Building a culture of excellence
- Adopting ethical and responsible practices that ensure sustainable use of resources
- Working in partnership with parents and the broader community

The ICT Support and AV Technician promotes the philosophy of the College as outlined in the Mission and Vision Statement. The ICT Support and AV Technician will provide students with a child-safe environment and be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.

The ICT Support and AV Technician plays a vital role in providing technical and AV support to students, teachers, and staff in the school environment. The primary responsibility of the ICT Support and AV Technician is to ensure prompt and effective resolution of technical problems to minimize disruptions in the learning and teaching process and support the operation of AV equipment for the College.

KEY RESPONSIBILITIES

ICT Support

- Provide Level 1 and 2 technical support via various channels (phone, email, in-person) to students, teachers, and staff members.
- Respond to ICT inquiries and issues promptly and professionally, ensuring a high level of customer satisfaction.
- Troubleshoot and resolve hardware and software problems, such as desktops, laptops, printers, scanners, projectors, operating systems, applications, and peripherals.
- Assist users in setting up and configuring software applications, email accounts, and network connectivity.
- Test, diagnose and resolve network-related issues, including connectivity, Wi-Fi, and internet access problems.
- Document and maintain accurate records of all support requests, including problem description, troubleshooting steps, and resolutions provided.
- Escalate complex technical issues to Level 3 support personnel when necessary and follow up to ensure timely resolution.

- Collaborate with other ICT team members to identify recurring issues and recommend process improvements or solutions.
- Provide basic training and guidance to end-users on ICT systems, applications, and equipment usage.
- Keep up-to-date with technological advancements and changes in school ICT systems and software applications.
- Ensure the College's IT knowledge base is kept up to date.
- Be an escalation point for Level 2 technical issues.

Audio Visual

- Provide Level 1 and 2 support and troubleshoot for all AV systems (including IWB, digital signage, etc) within classrooms and event spaces.
- AV fault finding and basic configuration of audio-visual technologies.
- Manage the day-to-day maintenance of AV systems, including testing, updating and repairs.
- Provide AV technical support, including equipment set up and operations for all College events and activities, including those schedules outside normal school hours. (e.g., Information Evenings, Awards nights, Arts Festival).
- In consultation with the library team, ensure the AV collection is regularly assessed and reviewed to ensure materials and resources are relevant, and up to date and redundant materials are removed.
- Provide support with sound, lighting, and projection to organisers of the College functions and producers of the College performances.
- Proactively monitor the AV technology in use at the College to improve reliability and increase utilisation of technology.
- Keep abreast of emerging AV technologies and best practices in their usage.

QUALIFICATIONS, EXPERIENCE & SKILLS

Qualifications

- Year 12 Certificate or equivalent.
- Additional technical certifications or qualifications in Audio Visual, Computer Science or Information Technology will be highly regarded.

Experience

- Diagnosing and resolving basic technical issues.
- Using networking concepts (IP addressing, DNS, DHCP) to troubleshoot basic network connectivity issues.
- Working with common hardware components, operating systems (Windows, macOS), software applications and AV technologies.

Skills

- Excellent problem-solving and communication skills, with the ability to explain technical concepts to non-technical users effectively.
- A strong willingness to learn and adopt new technologies and technical concepts.
- Strong interpersonal skills and the ability to remain calm and patient.
- Ability to prioritise and manage multiple tasks simultaneously while maintaining attention to detail.
- Ability to work in a team and independently.

VARIATION TO ROLE

The Principal, or delegate, may assign other duties from time to time, which are broadly consistent with the role or vary the Position Description, after consultation, in response to the changing needs of the College.

TERMS AND CONDITIONS

The successful candidate will be provided with a Staff Handbook that sets out the expectations and requirements of employment at the College. Child protection legislation requires preferred applicants to be subject to employment screening. Sacred Heart Girls' College supports the principles of equal opportunity employment and encourages diversity in the workplace.

Reports to	ICT Manager
Internal Liaisons	ICT Team, staff and students
External Liaisons	ICT Service Support Contractors, ICT equipment suppliers, Melbourne Archdiocese of Catholic Schools (MACS)
Conditions	Education Support Officer - Category A, Level 3 Full Time Salary and conditions are in accordance with the Victorian Catholic Education Multi Enterprise Agreement 2022
Appointment Time	Ongoing