

ICT Senior Officer

ROLE DESCRIPTION

ROLE TITLE:	ICT Senior Officer
CLASSIFICATION:	Administration Stream - ESO Grade 4
TENURE:	Full-Time, Permanent
HOURS OF WORK:	5 days per week - 48 weeks per annum 8.00 am to 4.15 pm (37.5 hours per week)
BREAKS:	15 minute paid morning tea break 45 minute unpaid lunch break
ADDITIONAL:	Flexibility of working hours and days will be required during peak workload periods
RESPONSIBLE TO:	ICT Manager
KEY RELATIONSHIPS:	Internal: Principal, Business Manager, ICT Manager, ICT Team Leader, Other ICT staff, Students, Teaching & Administration staff External: Suppliers
LOCATION:	Based at the Secondary Campus, Henley Beach with some time spent at Primary Campus, Beverley

ABOUT ST MICHAEL'S COLLEGE

St Michael's College is a member of the global Lasallian family. We are committed to create a welcoming, inclusive Lasallian community, aligned with strategic commitment to optimise student experiences and outcomes.

Our commitment is to provide opportunities that will prepare students to be compassionate and enthusiastic participants in society who prioritise service to others, especially the marginalised and those in need. Guided by Lasallian teachings, enriched by contemporary educational theory and practices, students, staff and families are empowered to flourish and find success.

POSITION SUMMARY:

This position has a broad range of day-to-day maintenance of ICT and related infrastructure to enable classes, individual students and staff to undertake work with minimal disruption.

The ICT Senior Officer assists the ICT Systems Administrator and Team Leader and ICT Manager to ensure continued operation of the extensive IT facilities of the College.

This a support role with a strong focus on excellent customer service.

All responsibilities of staff members are to be conducted in a manner consistent with the Mission Statement and values of St Michael's College.

DUTIES:

General Responsibilities:

- Maintenance and service of the computing facilities across the Henley & Beverley Campuses including:
- Provide support to staff and students in their use of ICT
- Act as escalation point for complex issues
- Answer Helpdesk phone, diagnose issues, and solve, if possible, in the initial call, escalating issues as required
- Analyse recurring ICT issues and implement long-term solutions
- Perform reimaging of laptops and desktop machines
- Maintain security of IT systems and assets
- Respond and troubleshoot login issues in Active Directory
- Perform repairs to College IT equipment
- Arrange warranty/non-warranty repairs of College IT equipment as directed
- Configure and troubleshoot student-issued devices
- Print ID Cards for staff and students, including taking the photo and adding lift access rights in SALTO
- Assist with system relocation and setup in office, classroom and computer rooms
- Maintain system documentation, including adding content to our internal documentation systems
- Attend compulsory and non-compulsory personal development training including basic First Aid and Responding to Abuse and Neglect in Education and Care
- Attend and contribute at IT meetings
- Communication with external parties
- Deploy new technologies
- Account maintenance in Active Directory, Microsoft 365, and other systems as required
- Troubleshoot Email and print system issues
- Test and Tag new/existing equipment
- Troubleshoot SALTO issues
- Configuration and troubleshooting of Jamf-enrolled devices
- Serve as a senior escalation point for colleagues

Network:

Maintenance of Network which includes:

- Installation / replacement of network equipment as directed
- Network equipment maintenance, as directed

- In-depth troubleshooting and fault resolution
- Resolve laptop/tablet wireless network connection issues for staff and students
- Creation and editing of scripts to maintain and improve network operations
- Patch network cables to facilitate network access
- Manage application deployment through Microsoft InTune
- Printer configuration and management
- Troubleshoot College PA issues, as directed

Computer Room and Classroom Management:

Maintenance and service of the computing facilities across the Campus including:

- Restore devices to working order as required
- Assist with Printer management, including Printer Repairs, Ink/Toner Replacement
- Periodic checking and cataloguing of classroom infrastructure
- Reporting jobs to the ICT Leadership that requires their attention
- Setup and operation of equipment for events, as required

Support Role

- Knowledge of Microsoft Products. Including Office, Microsoft 365 and Windows
- Support staff and students in file management
- Provide assistance to teachers and individual students when requested
- Assist in the use of other electronic media, including equipment set-up
- Provide consistent public support both within and outside of the College for school-wide policy initiatives and strategic plans
- Communicate effectively with staff to assist them in supporting the students' development and well-being
- Maintain a professional standard of dress in accordance with the College's Staff Dress Guidelines
- Other tasks as directed by the ICT Manager

Other Duties:

- Other duties as required in accordance with skills and training

QUALIFICATIONS AND EXPERIENCE

Essential:

- Minimum 3 years' experience working on ICT related Helpdesk functions
- Skills relevant to ICT

Desirable

- Tertiary qualification in Information Technology
- Excellent organisational and time management skills
- Ability to foresee potential problems and develop contingency plans
- Multi-tasking and flexibility.
- Experience in working in an Educational Environment.
- Experience in large multi-site networking environment
- Experience in using and administering Microsoft 365
- Experience in the use and administration of SEQTA/Synergetic
- Experience in the use and administration of Jamf
- Have a pleasant "can do" attitude with the ability to use initiative
- Excellent communication, listening and negotiation skills

- Be willing to support for the Lasallian and Catholic Ethos of the College together with a willingness to work as part of a team

CERTIFICATIONS

- Current Driver's Licence
- Applicable First Aid Certificate relevant to the role requirements
- Current and acceptable Working with Children Clearance and screening to work in Catholic Education SA
- Current valid Responding to Risks of Harm, Abuse and Neglect – Education and Care certificate

WORK PLACE HEALTH & SAFETY

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012.

As a Worker, while at work you must: -

- Take reasonable care for your own health and safety
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers

(Reference: Division 4, Section 28 – SA WHS Act 2012)

PROFESSIONAL EXPECTATIONS

- Adherence at all times to the St Michael's College Code of Conduct [CodeofConduct_SACCS_May2020.pdf](#). This Code applies standard for appropriate ethical and professional behaviour
- Demonstrate understanding and implementation of the Mission and Vision of St Michael's College as a Catholic school in the Lasallian tradition
- Enhance the College's relationship with external stakeholders through positive interactions and communication
- Maintain professional and courteous relationships with internal and external providers and clients
- Maintain confidentiality at all times
- Flexibility and willingness to work outside normal office hours when necessary
- Demonstrate the values of the College through personal behaviour
- Demonstrate safe behaviour at all times
- Comply with the College's standards and procedures in WHS
- Reporting of all WHS hazards and incidents

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.

Position Description Review: May 2026