



POSITION DESCRIPTION

Position Title:	Tech Support Officer
Date Established:	December 2023
Reports To:	IT Infrastructure Manager

POSITION OVERVIEW

The Tech Support Officer serves as a critical point of contact for staff and students, providing support and guidance in the use of Information Technology. This involves troubleshooting and resolving hardware, software, and network issues swiftly and efficiently, focusing on excellent customer service and a proactive approach to problem-solving.

REQUIRED COMPETENCIES AND SKILLS

Education and Training

- Tertiary qualification in a relevant discipline or equivalent industry experience.
- Experience with SEQTA and/or Synergetic is desirable but not essential.
- Certifications from Microsoft and Cisco relating Server Administration, Office 365 and/or Switching/Routing/Wireless (CCNA).

Competencies and Skills

- Demonstrated ability to successfully manage all aspects of an IT helpdesk, including onsite hardware and software servicing, particularly in a K-12 education environment.
- Success in working in an extensive ICT environment, particularly in supporting learning in both Junior and Senior school educational environments.
- Understanding of the audio-visual equipment common in contemporary schools and in modern theatre environments.

Personal Attributes & Values

- Demonstrates highly developed planning, organisational and time management skills.
- Demonstrates a professional attitude, professional presentation, and a friendly, calm manner.



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- Possesses a strong work ethic, striving for continuous improvement and the achievement of high standards.
- Demonstrates a commitment to the Purpose and Values of the Anglican tradition and the School community.
- Is creative, enthusiastic, and innovative.
- Possesses a comprehensive understanding of 'Duty of Care' and places a high value on child wellbeing.
- Is responsible and held accountable for continuing compliance with our Child Protection and Reporting Policy. It is expected that all staff will maintain contemporary knowledge of the Policy at all times. All staff have a responsibility to raise any concerns they have about Child Protection to the Principal immediately.

KEY RESPONSIBILITIES & DUTIES

These include but are not limited to:

- Maintain accurate records of support requests, their resolution, and activities in the service desk.
- Effectively use the device management system to monitor, manage, and ensure compliance of devices with IT requirements.
- Provide first-line, "on-the-spot" Helpdesk and telephone support to users for all devices, services, and equipment.
- Ensure privacy, security, and regulatory compliance in the allocation of end-user accounts, permissions, and access rights.
- Coordinate device and equipment purchase, asset management, allocation, distribution, and disposal.
- Assist with infrastructure and network upgrades/deployments as required.
- Contribute to the planning and improvement of IT systems, services, policies, and procedures.
- Ensure familiarity and compliance with all policies and procedures of Guildford Grammar School, as updated from time to time.
- Work in compliance with all laws, acts, regulations, and internal policies outlined in all manuals and handbooks.



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This position description is intended as a guideline to illustrate the main job responsibilities. It is not intended to be an exhaustive list and may change within the scope of the role at the Manager's discretion. Employees may also be required to undertake other reasonable duties as directed.