



ICT Systems Support Officer

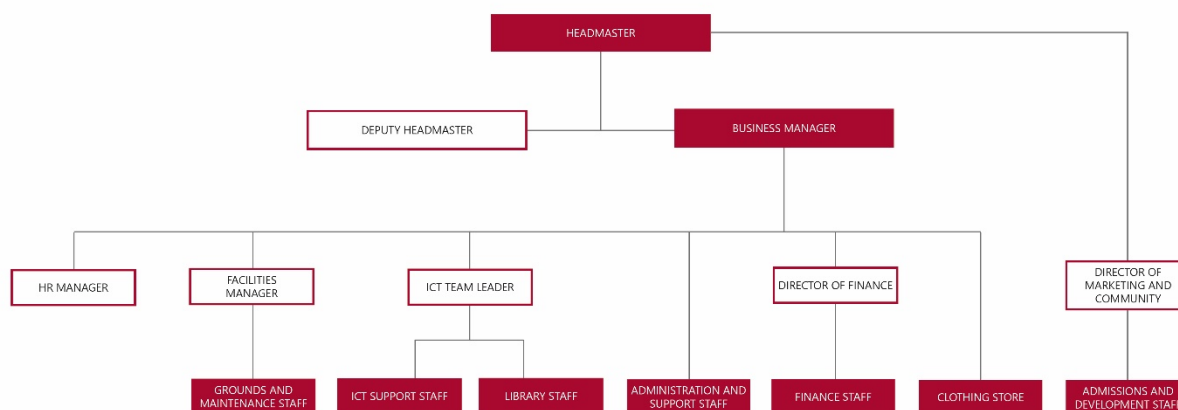
POSITION DESCRIPTION

VALUES AT IPSWICH GRAMMAR SCHOOL

Our school motto is Labore Et Honore – By this we mean that we will achieve success by working hard and behaving honourably. Ipswich Grammar School prides itself on the three core values of Belonging, Honour and Resilience. The School is committed to ensuring exceptional outcomes for our boys in academic achievements, artistic development and sporting endeavours.

ORGANISATIONAL STRUCTURE

IPSWICH GRAMMAR SCHOOL
SUPPORT STAFF ORGANISATIONAL CHART



Exceptional
PERFORMANCE 

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POSITION PURPOSE

Reporting to the ICT Team Leader, the ICT Systems Support Officer is responsible for providing computer, systems and network support to the school.

KEY RESPONSIBILITIES

- To provide in-house computer (desktop, laptop, tablet), server and network support
- To assist in the provision of 1st and 2nd line technical support to staff and students via telephone, e-mail and face-to-face interaction for desktops, laptops, printers and any other ICT equipment by logging requests using the help desk ticketing system
- To be able to quickly and competently diagnose system faults and to resolve or externally escalate them when required
- To assist in the administration of the school's information and communication systems, including the Student Information System (TASS), Schoolbox, Reach Boarding and telephone system
- To assist in the production and maintenance of documentation relating to the school's ICT systems
- To support users in the use of computer equipment by providing necessary training and advice
- Ensure the management and compliance of third-party software licences
- User maintenance – creating new users (Staff, Students and Parents) and maintain AD Security
- Administration of the School Internet and email facilities
- Monitor ICT workflow, priorities and delegate work as required.
- Escalated Help Desk requests as required and provide direction to resolve issues.
- Ensure appropriate turn-around times for repairs and re-image of staff/student devices.
- Maintain asset register database for all Information Service Equipment (including audio-visual equipment)
- Carry out Inductions for new Staff and Students (inductions including but not limited to use and care of device, printing, software, acceptable use etc).
- Assist with the Security Key System - Creating new users, allocating keys and auditing locks if required
- Maintaining the Print Management System
- Liaise with external hardware vendors when issues arise with repairing devices under warranty/ADP
- Assist with implementation and testing of system upgrades
- Assist/Train staff and students, at point of need in the operation of computer software and hardware

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SELECTION CRITERIA

- Possession of a degree, preferably in an Information & Communication Technologies discipline, or commensurate work experience;
- Proven Information & Communication Technologies experience, preferably in a school or educational environment;
- Excellent analytical skills;
- Excellent communication skills;
- Demonstrated ability to deal in an appropriate manner with clients, management, vendors and contractors;
- Strong organisational skills and attention to detail; and
- Registration or the ability to hold a “Blue Card” from the Commission for Children and Young People and Child Guardian.

DESIRABLE SKILLS AND EXPERIENCE

The successful candidate will ideally have a mix of the following skills and attributes:

- Excellent communication skills, both written and oral
- Customer focused approach
- Ability to perform/participate in “out of hours” work or project related activities where required
- “Hands on” approach and a willingness to learn
- Ability to work under pressure whilst demonstrating a flexible, enthusiastic and hardworking attitude
- Ability to build and maintain effective and positive working relationships with immediate supervisor, colleagues, staff and key stakeholders
- Ability to work autonomously and as part of a team
- The role requires experience and sound working knowledge of the following areas:
- Administration of Information and Learning Management Systems
- Windows Server 2012/2016 Administration
- Microsoft Office 365
- Microsoft SCCM Administration
- Backup/recovery technologies (Druva, Veeam)
- TCP/IP, routing, switching, DHCP and DNS
- Storage and volume management technologies (SAN, NAS) including RAID and volume management
- Basic knowledge of Hyper-V/VMware/Citrix virtualisation

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As a condition of employment all staff are required to hold a valid Blue Card or have the ability to successfully obtain one. All employees recognise and accept that multi skilling is an essential component of the School and all employees may be required from time to time to undertake duties that are outside their normal position description but within their skills, competency and capability.

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