



Foundation Office

For the Whole of Their Life

Job Description

Position title:	ICT Technician (ICT Trainee)
School / Entity:	Foundation Office (based at SPCC Gosford)
Reports to:	Director of Infrastructure Development
Reporting Delegated to:	ICT Manager; ICT Customer Service Lead (South)
Award:	SAO
Classification:	Grade 1:1
Date created / revised	16/12/2021

What's it like working at St Philip's?

We are focused on providing quality education in a caring, secure and challenging learning environment based on Christian beliefs, values and practice.

Our organisation's core values are:

- Christ First - we want to honour Christ in all things.
- Serve One Another - we want to appreciate the unique God-given potential of each person.
- Strive For Excellence - we want to aim to do our very best all the time.
- Do What Is Right - we want to always behave in a Christian manner.
- Build Community - we want everyone to feel they belong.

What's is the purpose of the Foundation Office?

The Foundation Office exists to:

- Ensure the organisation remains true to its Christian Mission
- Ensure that all activity and endeavours result in better outcomes for our students
- Pursue growth opportunities
- To facilitate the efficient functioning of the schools



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What's the focus of this position?

The ICT Technician is part of St. Philip's Christian Education Foundation Ltd's ICT Services Department and is based within our Gosford school. This position comes under the direction of the ICT Customer Service Lead (South). The ICT Trainee will be required to perform, under supervision, a range of technical tasks.

This position requires the ability to work as a member of the ICT Services team, and to follow direction from senior members of the team. The ICT Trainee must have good communication skills and a willingness to learn. You must have a willingness to participate in the life of the Gosford school and its community.

What you'll be doing:

- End User Device Support
 - .1 Assist with the Installation and configuration of end user devices, in both a classroom and/or lab environment.
 - .2 Assist with the Installation of PC/Laptop peripheral equipment, including supported IoT devices
 - .3 Assist with the Installation of applications and modify it to suit user needs.
 - .4 Under direction and supervision isolate and resolve technical problems with connected hardware and/or associated software.
 - .5 Troubleshoot, diagnose and rectify staff and student devices, including reinstating them to the original master image when required.
 - .6 Maintain warranty and insurance cases as per the College's Helpdesk and Laptop Management Systems.
 - .7 Provide advice to users on a regular basis.
- Sound and Lighting
 - .1 Assist with the technical operations of sound and lighting systems.
 - .2 Assist with as a hands-on capacity operating sound and lighting equipment to ensure the professional presentation of performances and events staged for the College
 - .3 Support the College to ensure the College's sound and lighting systems are in good working order at all times.
- General Administration
 - .1 Under supervision maintain and process relevant insurance and repair documentation to all stakeholders for the organisations fleet of technological devices
 - .2 Record, log and update all repairs and stakeholder interaction in the organisation service/helpdesk environment and laptop management portal.
 - .3 Communicate effectively with users via these systems in a timely manner
 - .4 Maintain good record keeping, documentation and change management processes.
 - .5 Assist in the development of ICT related training packages for wider organisational stakeholder groups
 - .6 Maintain a clean working environment, including all data centres and storage facilities
 - .7 Participate in the life of the local school and its community
 - .8 Other duties as required



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The essentials you'll need:

- A committed Christian actively involved in a local church
- Be willing and able to qualify for an IT Traineeship.
- A passion for technology and a willingness to impart that passion to end users.
- A strong desire to learn with the ability to research and understand new ICT technologies and apply these in the context of the school environment.
- Good written and verbal communication skills.

Other valuable skills you may have:

- Previous experience in sound and lighting is desirable
- Experience or an interest in media and video editing an advantage.
- The ability to listen and interpret the needs of non-technical staff and students; and respond accordingly

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and grows.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Job Description (JD) and have discussed the JD with my Manager.

Employee Name:	
Employee Signature:	
Date:	