ICT Technician

Position Description

Area of Employment	Information Technology (IT)
Status and Tenure	Full Time Permanent
Position Reporting To	IT Network Manager
Accountability	Director, Corporate Services
Classification	Woodcroft College Enterprise Agreement

Position Objective

The ICT Technician provides routine IT support under general supervision, assisting the IT Network Manager with predictable day-to-day tasks that maintain the effective operation of ICT services for staff and students. The role follows established procedures and seeks guidance for any non-routine or unfamiliar tasks.

Reporting and Working Relationships

The ICT Technician reports directly to the IT Network Manager and works as part of the IT Services team to support the broader operations of the College.

PART A

Key Areas of Responsibilities

Technical Support
- Provide routine troubleshooting for desktop and laptop computers using established guides and procedures.
- Respond to IT requests from staff and students at a first-level support capacity and escalate all complex or non-routine matters to the IT Network Manager.
- Install standard software, peripheral devices, and perform device setup under instruction.
- Conduct basic operational checks on ICT equipment and report issues requiring specialist attention.

Operational Support
- Maintain ICT asset and equipment information in accordance with set procedures.
- Assist with the use of audio-visual equipment by conducting routine checks and reporting malfunctions.
- Provide basic user guidance for routine print issues.

Network & Systems Support
- Perform simple, well-defined network tasks under direction (e.g., checking physical connections, running basic diagnostics).
- Escalate all system alerts, configuration matters, or irregularities to the IT Network Manager.
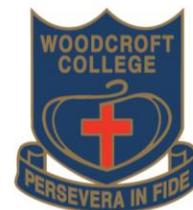
Communication
- Communicate ICT information clearly and respectfully to staff and students.
- Seek guidance from senior IT staff when tasks fall outside established routines or when clarification is needed.

Work Practices
- Work under general supervision, with progress checks provided for new or non-routine tasks.
- Organise daily tasks within priorities set by the IT Network Manager.
- Follow established routines, procedures, and guidelines to ensure consistency and accuracy.
- Staff are encouraged to play an active role in the wider life of the College.

Legal Responsibilities
- Adhere to company processes and procedures to comply with Australian Privacy Principles.
- Adhere to all applicable WHS legislations.
- Abide by College policies and procedures.

PART B

Desirable requirements
- Certificate-level TAFE qualification in Information Technology (or progress toward completion).
- Experience working in an ICT support role within a school or similar environment.

Essential Requirements
- Basic technical knowledge in ICT sufficient to perform routine troubleshooting and support tasks.
- Ability to follow documented procedures accurately and seek guidance when task requirements fall outside routine practice.
- Demonstrated customer service skills in supporting end users.
- Current Working with Children Check (WWCC).
- Current Responding to Abuse and Neglect Certificate (RRHAN-EC).

Personal Attributes
- Cooperative and supportive team member with a willingness to learn.
- Reliable, organised, and attentive to detail in documenting work.
- Strong interpersonal skills and a positive approach to customer service.
- Supportive of the Christian ethos and values of the College.

Skills, Experience and Knowledge
- Well-developed organisational and time management skills.
- Experience in providing ICT support to a team or across an organisation.
- Experience in office systems and procedures.
- Experience in the operation of a wide range of ICT equipment including computer systems (Apple and Windows OS), audio systems and visual display systems.
- A sound knowledge of computer software and peripheral hardware.
- Sound ability to exercise judgement and initiative to resolve issues.