



ROLE DESCRIPTION

ICT SERVICE AND SUPPORT TECHNICIAN

Role Overview

Based at our school Campus in Randwick reporting to the Director of ICT, the ICT Service and Support Technician will be accountable for provisioning and overseeing customer technical support for both staff and students, laptops and desktops covering hardware, software and communication service matters including:

- 1st and 2nd technical support either over the phone, via service ticket or directly to staff and students.
- Escalation of and assisting with technical solutions to benefit the organisation

You must demonstrate excellent customer service and communication skills together with technical abilities, with the ability to resolve issues and escalate as appropriate, whilst being an active contributor to the ICT Services team. The role is instrumental in delivering exceptional ICT support services and by working to improve service delivery.

To be successful in this role, you will preferably hold appropriate tertiary qualifications in a computing related field, and have worked in a similar role, in either the commercial or educational environment. You will have excellent communication skills, both verbally and written, and have the ability to communicate across all levels of the School community (staff, students, parents). Your well developed organisational, problem solving and troubleshooting skills will see you be able to prioritise service and support requirements to agreed timelines.

This is a full time, permanent position, available for an immediate start. You will join a dedicated and supportive ICT team with opportunities for growth, education and training.

Key Responsibilities

The key responsibilities for this role are:

- Resolve, triage and escalate IT requests via support tickets, phone calls and in person
- Setup and provisioning of new end-user devices
- Support applications Microsoft 365, Google Workspace, Adobe CC and a variety of educational and productivity applications
- Support and life cycle management of end user devices and peripherals (including laptops, tablets, printers and mobile devices)

- Provide 1st and 2nd level advice and technical and customer support for client facing applications, equipment and information systems via phone, IT service ticket or directly
- Oversee registration of ICT Assets in the asset database
- Assisting with the operational administration of the student device program including coordination of repairs and loan devices.

Skills Required

The minimum skills required for this role include:

- Excellent technical abilities across a broad range of technologies and applications
- Experience providing technical service and support to users/customers
- Knowledge of and support of Mac OS X and Windows client operating environments
- Ability to troubleshoot and support printers
- Knowledge of Google Workspace Suite and Microsoft 365 products
- Knowledge and supporting of smartphone and tablet devices (iOS and Android)
- Ability to systematically analyse and solve problems
- Ability to maintain detailed documentation and guides
- Ability to troubleshoot, solve problems and respond promptly and effectively to technological issues
- Knowledge of and ability to troubleshoot Wireless and Network connectivity
- High Level of communication skills and interpersonal skills (written and verbal)
- Excellent time management and organisational skills, with the ability to work unsupervised
- Contribution to the development and maintenance of a safe and healthy work environment for all members of the School community
- Ability to engage and inspire colleagues
- Ability to work collaboratively with support staff and teaching staff
- Support of the ethos of the School

Exposure to the following will be highly regarded:

- JAMF Pro or other MDM solution

Qualifications and Employment Experience

- Relevant Industry/Tertiary Qualifications
- Experience in providing customer support in a busy, service-oriented environment.

Emanuel Employee Qualities & Attributes

Emanuel teachers are highly competent, passionate and engaging in their practice. They work hard to inspire students to be critical and deep thinkers, as well as problem solvers and responsible contributors to the global community. They ensure the best possible learning environment for students and are committed to their own continued growth as a teacher. It is expected that a successful applicant would have a similar approach to teaching.

As an Emanuel teacher, it is expected that you possess the following qualities and attributes

- Love of teaching and desire to inspire and engage students in learning
- A passion for continually improving their teaching practice and a commitment to ongoing professional learning
- Capacity and desire to make a positive contribution to student wellbeing programs
- Demonstrated strong interpersonal and communication skills and the capacity to develop and sustain productive relationships within the school community
- Ability to promote and a determination to develop a culture of thinking for all students in the classroom
- Capacity to differentiate teaching programs and use a range of strategies to best meet the needs of individuals in the classroom
- Generosity in sharing teaching and ICT expertise with colleagues, and an openness to welcome other teachers into his/her classroom for observation and feedback
- Support for the ethos of the School with a willingness to make a significant contribution to the life of the School
- Be a team player who is keen to work with colleagues to best meet the learning and wellbeing needs of individual students.

The successful applicant will be a member of the school's teaching community and as such, will participate in the regular life of the school. He/she will undertake other duties of a teacher such as those in relation to pastoral care, supervision of students, extra-curricular activities etc, as required by the Principal.

About Emanuel School

Emanuel School is committed to providing co-educational excellence in a Pre-school to Year 12 continuum. We value the individuality of all students and encourage the development of their special interests and talents. Our objective is to extend our students to the best of their ability, and to foster a love of learning, a strong sense of community and a pride in their Jewish heritage.

Emanuel School is small enough to provide an individual, nurturing environment and large enough to provide a wide range of subjects and opportunities for our students. Emanuel School is a dynamic learning community within an intimate learning environment delivering strong academic outcomes.

The School occupies the Stanley Street site with around 880 students from Preschool to Year 12, comprising a two-stream K-4 and three streams thereafter.

The School's commitment to excellence, quality, service and value ensures that it continually improves the delivery of all its programs for the benefit of its students. There are many opportunities for students to participate in a wide range of activities and students have a strong commitment to community service. We strive to create an environment in which genuine acceptance and understanding can develop. These concepts are reflected in the School motto "Mind, Spirit, Being".

Values & Jewish Life

Emanuel is a Jewish Community School that nurtures a commitment to Jewish community, heritage, ethical living and the State of Israel. We do this through a commitment to egalitarianism, pluralism, coexistence, tradition, mitzvot, Torah and Hebrew. We do so as Jewish, Australian and Global citizens. In particular we value:

- Excellence
- Perseverance
- Lifelong love of learning
- Respect
- Integrity
- Responsibility
- Compassion
- Generosity
- Justice
- Community

At Emanuel, we welcome staff and students of all backgrounds and religions. Applications are made without reference to a candidate's religion.

Emanuel seeks to be a child safe school

Emanuel School is committed to promoting the safety, welfare, and wellbeing of our students as our paramount priority. We seek to maintain a preventative, proactive and participatory approach to child safety, promoting student voice and agency.

Emanuel School has zero tolerance for child abuse and has established systems and policies to protect children, while in the School's care, from abuse and to promote physical, emotional, and cyber safety. The protection and wellbeing of students is the responsibility of all members of the Emanuel School community, and encompasses:

- a duty of care to ensure that reasonable steps are taken to prevent harm to students which could reasonably have been foreseen
- obligations under child protection legislation.

Emanuel School welcomes and celebrates diversity and remains committed to promoting the safety of every child.