



# ST PIUS X COLLEGE

## CHATSWOOD

The ICT Help Desk Officer reports to the Business Manager through the ICT Manager who supports the delegated authorities and accountabilities of the role.

Child Protection legislation requires that, as the preferred applicant of a position classified as child-related employment, you must meet the requirements of the Working with Children Check. Your appointment may be reviewed if information relating to any child-related offence is revealed.

The ICT Help Desk Officer provides Level 1 assistance to staff and students at the College ICT Help Desk, coordinates the movements of student-issued devices and maintains the asset tracking database.

- 1.1.1 Understanding and supporting the Catholic ethos of the College;
- 1.1.2 providing leadership as a role model in the charism of Blessed Edmund Rice, the Touchstones and core values of the Edmund Rice Charter;
  
- 1.2.1 promoting the value of pupil self-esteem;
- 1.2.2 maintaining and enhancing ICT Department morale;
- 1.2.3 working as a member of a team within the wider College community;
- 1.2.4 providing assistance, when necessary, to helpdesk officers in supporting staff and students with technical issues;
- 1.2.5 supporting staff and students with technical issues as they arise;
- 1.2.6 working productively and collaboratively as part of the ICT Department in a team environment;
- 1.2.7 coordinating liaison with external support to ensure fault resolution, testing, upgrades and the ongoing development of College systems;

- 1.3.1 promoting the effective and safe use of technology;
- 1.3.2 being committed to participation in professional development and reflective practice;