



## ICT Support Trainee

### Position Description

<b>Position Title:</b>	ICT Support Trainee
<b>Employment:</b>	Permanent
<b>Award:</b>	Educational Services (Schools) General Staff Award 2020
<b>Level/Salary:</b>	Level 1, Operational Services
<b>Commencement Date:</b>	TBA
<b>Full-time/Part-time:</b>	Full-time
<b>Weeks worked per year:</b>	40 weeks per annum term time
<b>Reports to:</b>	ICT Services Manager
<b>Direct reports:</b>	N/A

### CCC Commitment

Cooloola Christian College is committed to providing a child safe environment where students feel, and are, safe. The College maintains a zero tolerance for child abuse. Every person involved in the College has a responsibility to understand the important and specific role they play, both individually and collectively, to ensure that the wellbeing and safety of all students is at the forefront of every decision they make.

### Position Objectives

Support the ICT Services Manager by delivering quality and timely IT service and support to all staff and students and contribute to the day-to-day functioning of the College as the first point of contact for the ICT Support Services team.

### Essential Position Requirements

- Current Qld Paid Workers Blue Card
- Aptitude and interest in Information & Communication Technology
- Aptitude and interest in ICT hardware and peripherals set up
- Aptitude in the Microsoft Windows Operating System and Microsoft Office applications
- A teachable attitude and the ability to follow instructions
- Ability to work effectively as part of a team
- Strong customer service and interpersonal skills
- High level of accuracy and attention to detail
- Excellent written and verbal communication skills

## Key Responsibilities

### GENERAL

- Unboxing, setup, and installation of new devices and peripherals
- Assisting secondary students to set up and enrol their BYOD laptops into the College management system
- Troubleshooting and resolving staff and student device issues such as internet connectivity and printing
- Assisting teaching staff with classroom technology including wireless projection and iPads
- User account maintenance including new account creation, password resets, and licence allocations
- Responding to and resolving IT Support requests received via the Helpdesk ticketing system or telephone, and escalating support requests to the ICT Services Manager as required
- Assist the ICT Services Manager with conducting ICT training and workshops for staff and students
- Assistance with A/V equipment in the College Auditorium
- Other tasks as directed by the ICT Services Manager

### WHS

- Comply with WHS policies, safe work procedures, instructions and guidelines;
- Attend WHS information, instruction and training opportunities, as provided, and apply learning.

## Probation and Performance Review

A probation period of 12 months applies to this position. A check-in meeting will be arranged after six months to monitor progress. A performance review will be carried out after 12 months and completed annually thereafter.

## Our values

As a Christian community, we seek to live according to Biblical guidelines and by modelling the way Christ lived when he walked amongst us.

Our values represent how we aim to be Christ-like in all that we do and say. Hence our values are reflected in our actions and behavior.

Every day, all members of our school community will strive to be:

**C**ourageous

**L**earners

**E**xcellent

**A**ccountable

**R**espectful

I, \_\_\_\_\_, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

\_\_\_\_\_  
**Signature of Employee**

**Date:** \_\_\_\_\_

Last updated: November 2021

