

POSITION DESCRIPTION

Whitsunday Anglican School is devoted to providing for students in a caring environment, a first-class education aimed at developing their best qualities, broadening their horizons, preparing them for the ever-changing demands of a career, and equipping them to meet and enjoy the challenges of life in the twenty-first century.

Position: School Officer - Technology and Communications

Reports to: Business Manager through Manager Information Services

Level: SAO 3.0

SCHOOL'S VISION STATEMENT: Learning through Love, Living by Faith, Leading with Service.

SCHOOL'S MISSION STATEMENT: Within a framework of Christian values provide an engaging and supportive learning experience that achieves the best outcome for the individual.

The Role of the School Officer – Technology and Communications

Responsible for providing technical assistance, programming and support related to computer systems, hardware, software and Network. Responds to queries from students and staff, isolate problems, and determines and implements solutions and procedures.

Responsible for providing Information Technology (I.T.) and Audio Visual (AV) technical support and to provide and maintain relevant documentation in support of the I.T. systems.

He/she is expected to participate in the life of Whitsunday Anglican School and attend relevant meetings and events as required.

SPECIFIC ACCOUNTABILITIES:

1. Server Support:

- Maintenance of Microsoft HyperV 2016,
- Installation and maintenance of Microsoft Server 2016/2019,
- Operational knowledge of Windows Server services such as AD, NPS, DNS, DHCP, Group Policy,
- Use of AD (Active Directory) to maintain user account information including passwords.
- Operational knowledge of Microsoft Exchange Server 2007,
- Operational knowledge of Veeam Backup Suite.

2. Cloud Computing:

- Maintenance of Office 365 services such as Exchange Online,
- Maintenance of Azure Active Directory,
- Maintenance of InTune and Meraki MDM,
- Operational knowledge of Apple School Manager,
- AWS operational Knowledge,
- Maintenance of GSuite platform.

3. Network Support:

- Edge Switch configuration and network cabling fault finding skills,
- Unifi Wifi Maintenance using 802.11x,
- Basic Firewall knowledge,
- Configuration and maintenance of Corporate IP Phone System.

4. End User Tech Support:

- Configuring and install Windows 10 for staff laptops with Network Integration,
- Assist students with PC and Mac laptops to join the school network, plus assist students to install school provided software in accordance with established standards,
- Provide parents with information relating to the laptop BYO program,
- Use WDS (Windows Deployment Services) /MDT, for creating images of and deploying desktop computers/ laptops.

5. Hardware Maintenance:

- Arrange Staff laptop repairs when required,
- Recording details of equipment being loaned to staff and students when required.

6. Job Cards:

- Assisting School staff and students with computing enquiries via the College Helpdesk system and recording these details when required.

7. Audio Visual:

- Projector repairs including bulb replacement, and arranging repairs when not able to be completed onsite,
- Ordering Audio Visual (AV) equipment when required, including projector bulbs, batteries, cameras, and ID printer consumables,
- Basic Audio Visual (AV) equipment maintenance, and arranging repairs when not able to be completed onsite,
- Provide basic training in the use of personal computing software and Audio Visual (AV) equipment to school staff and students,
- Responsible for the booking of AV equipment and assisting with the setup of AV equipment when required,
- Installing Interactive Whiteboards (Projectors) hardware and software.

8. Shared:

- Shared responsibility for the production and timely issue of all Staff and Student ID cards as required,
- Issuing of Toner Cartridges and other IT equipment and consumables as required,
- Configuring and installing personal workstations, and software in accordance with established standards,
- Troubleshooting desktop computer and laptop related issues,
- The daily maintenance of the Computer Labs located in the school,
- Basic printer and photocopier maintenance,
- Add staff iPhone, and other I-devices to the Wi-Fi network as required,
- Setting up School visitors IT devices which need to use the Schools Wi-Fi,
- Setting up of Skype sessions using TV and Skype camera,
- Basic use of PaperCutMF such as to provide staff with credit, release student print jobs.

9. Other duties:

- Ordering equipment required for Whitsunday Voices based on performance schedule,
- Recording details of equipment movements i.e. arranging for collection and delivery of various equipment items which have been sent out for repair,
- Assisting with the recording and maintain of the School Asset Register of IT equipment,
- Other duties as requested from time to time.

All staff at Whitsunday Anglican School are to:

1. DUTY OF CARE:

- be responsible for and supervise matters relating to Risk Management within the area of responsibility. This includes ensuring staff are operating in accordance with School policy in this area and that appropriate evaluation processes are in place and operative,
- take responsibility for pastoral needs, Duty of Care and the standards of behaviour of students inside and outside the classroom. This includes students you do not teach,
- act as an appropriate role model for students,
- actively support the School Code of Behaviour and Rules and insist on acceptable standards of behaviour in students,
- encourage students to take responsibility for their own actions and make them aware of the need to show respect for others in interpersonal relationships,
- know and implement Emergency and Accident procedures,
- follow Workplace, Health and Safety procedures,
- be punctual to classes, roll calls, House meetings, assemblies, Chapel services, and playground duties,
- report irresponsible or improper behaviour to the HOF/Co-ordinator of the Year level concerned, indicating what action you took,
- report student problems (academic/personal) to the Co-ordinator of the Year level, indicating what action you took,
- report continuing or significant behavioural problems and academic problems to the Co-ordinator of the Year level at the earliest opportunity,
- report failure to complete homework to parents as and when it occurs.

2. PASTORAL CARE:

Provide supportive and effective Pastoral Care by:

- insisting on just actions and encouraging gentleness, kindness and integrity in interpersonal relationships,
- encouraging students to use pastoral care and personal development opportunities provided,
- reporting students' needs promptly to the Co-ordinator in charge of the Year level,
- ensuring that the School environment remains clean and pleasant,
- participating in the co-curricular life of the School including House activities.

3. GENERAL

Demonstrate support for the School's philosophy, policies and procedures, core values and commitment to the Anglican ethos by:

- ensuring daily behaviour reflects the School's ethos and values,
- fulfilling responsibilities outlined in the School's Child Protection Policy,
- ensuring records of communication are maintained and provided to other relevant staff members as required,

- communicating effectively with all teaching staff, parents, students and all other staff,
- playing an active role in supporting the cleanliness and safety of the school site,
- encouraging cooperative parent contact and fostering positive community attitudes toward the School,
- following safe working procedures developed for the School,
- completing an Incident Report Form for all incidents that occur and forwarding them to the Executive Operations Manager,
- reporting any Workplace Health and Safety concerns or hazards immediately to the Workplace Health and Safety Advisor.

In performing their duties, all members of staff are expected to:

- Promote and foster the effectiveness of the School,
- Reflect and nurture the vision of the School in the course of their work,
- Demonstrate commitment to Christian leadership through vision, service and example,
- Motivate and energise staff, students and parents by fostering quality relationships and community development through dynamic and collaborative leadership,
- Provide effective leadership through the use of well-developed conflict resolution and negotiation skills,
- Promote the need for integrity, confidentiality and professionalism at all times and lead by example,
- Maintain professional competence and current knowledge in educational trends,
- Consistently demonstrate commitment to the school core values of Christianity, Tolerance, Excellence, Dignity and Trust,
- Demonstrate loyalty, confidentiality and support for the Principal and the School at all times.

Other duties as may be required from time to time

- given the dynamic environment in which the School exists, the Principal reserves the right to alter the position description at any time to reflect emerging priorities and needs. Every effort will be made to consult regarding such alterations.

Child Protection

All employees of Whitsunday Anglican School are required to familiarise themselves with the Student Protection in Anglican Schools Policy and Procedures. It is required they have a responsibility for the promotion and safeguarding the welfare of students with whom they come into contact and ensure compliance with the Schools' Child Protection Policy Statement at all times. If during the course of carrying out their duties, an employee becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must report any concerns with the Student Protection officer immediately.

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____