

ENCOUNTER
LUTHERAN COLLEGE



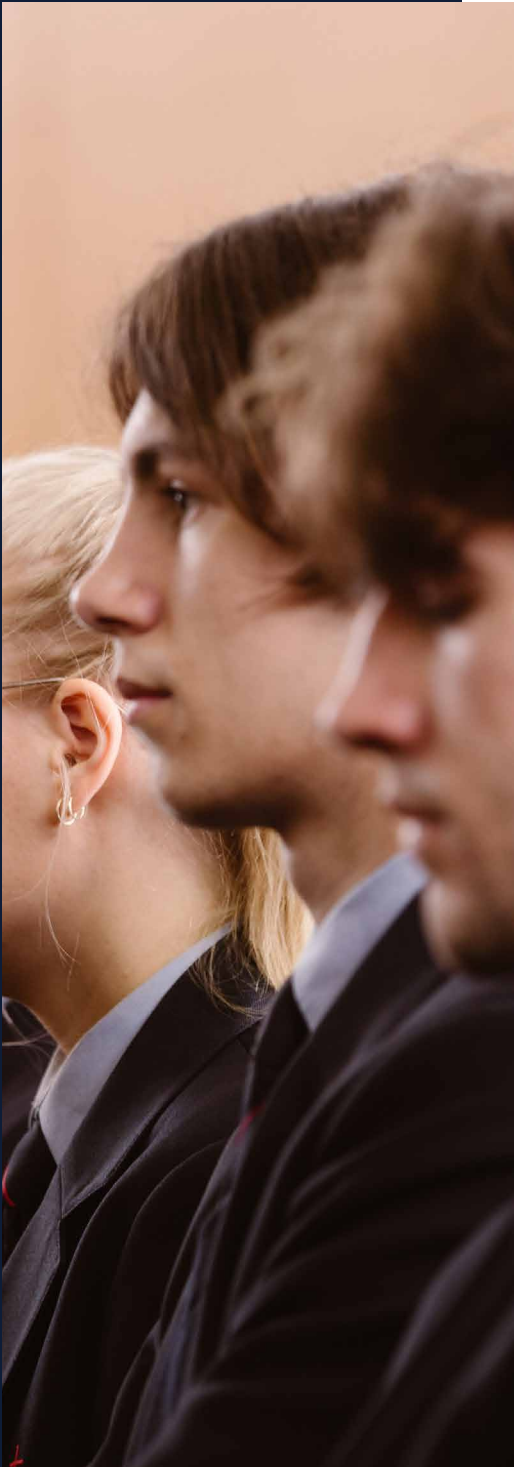
ICT Support Officer

Candidate Information Pack

Looks like school, feels like home...

CONTENTS

| | |
|--------------------------|---|
| Mission, Values & Vision | 3 |
| Application Guidelines | 4 |
| Position Description | 6 |





MISSION, VALUES & VISION

Mission

Encounter exists to:
Share the peace of
Jesus, make a real
impact on the lives
and learning of
students and nurture
dynamic partnerships.

Vision

To be a connected
community where
innovative teaching
inspires action and where
God's love is shared and
celebrated.

Core Values

+ STUDENT CENTRED BY

Creating an environment where students
have a passion to explore and analyse their
world and to take positive action in their
community as lifelong learners.

+ SPIRIT SENSITIVE BY

Encouraging students to express their
spirituality and be open to the work of
the Holy Spirit and the gift of God's grace
through Jesus Christ.

+ COMMUNITY ORIENTATED BY

Authentically connecting and serving with
and for each other, our local and global
communities.

College Actions

Encounter Lutheran College strives to act:

WITH HEART BY:

Caring for the social, emotional and spiritual well-
being of students and staff so that each individual can
be connected, at peace and be their best.

WITH CREATIVITY BY:

Exposing students to opportunities and experiences
that engage their sense of innovation and personal
expression.

WITH A STORY BY:

Celebrating our personal identity as it relates to our
local, Australian, global and Lutheran heritage and
history.

Application Guidelines

Title: ICT Support Officer

Classification: Lutheran Schools Officer

Grade: ICT - Grade 3 or 4

Tenure: Continuing Full Time 1.0FTE

Welcome:

Thank you for your interest in joining the team at Encounter Lutheran College.

At Encounter, we are dedicated to finding the best possible candidates for every position. Individuals who will both complement our College community and enhance our professional practice. In return we offer a vibrant, inclusive, and connected workplace that will support you to achieve your professional and personal aspirations.

To be considered for a position at Encounter we require candidates to submit a written application as described in the section How to Apply. Our selection process typically includes an assessment of written applications as well as interviews. However, we may also request that you undertake medical, psychological, or skills assessment relevant to the role.

Interviews provide a great opportunity for both the College and the candidate to get to know each other. We encourage open and honest conversation, and will manage your personal information in accordance with our Privacy Policy located on our website.

If you have any questions about this position or the application process, you are encouraged to direct a confidential enquiry to Lauren McKee, People, Culture & Compliance Manager, at lauren.mckee@encounter.sa.edu.au or 08 8552 8880.

Applicant Requirements:

Maintaining a safe College environment is our top priority. Employment will only be offered to applicants who have, or are willing to obtain, the following certifications:

- Department of Human Services Working With Children Check.
- National Police Clearance.
- COVID-19 Vaccination.



How to Apply:

To apply for this position, email a written application to Lauren McKee, People Culture & Compliance Manager, at people@encounter.sa.edu.au by **9am Monday 15 August 2022**. Applications should include:

1. Cover Letter
Maximum of one page, identifying the reasons for your interest in the position.
2. Resume
Professional resume inclusive of two employment references.
3. Key Selection Criteria
Written response identifying your suitability in accordance with the Key Selection Criteria identified in the Position Description.



Position Description

Position Summary:

The ICT Support Officer is responsible for the delivery of a customer-focused ICT support, troubleshooting, and training service to College students and employees.

The position plays a key role in supporting the College to maintain ongoing access and functionality of all hardware and software required for students and employees to operate efficiently and effectively.

Working Relationships

The ICT Support Officer reports to the Business Manager.

The ICT Support Officer works closely with, and takes direction from, the ICT Technical Lead for daily work activities.

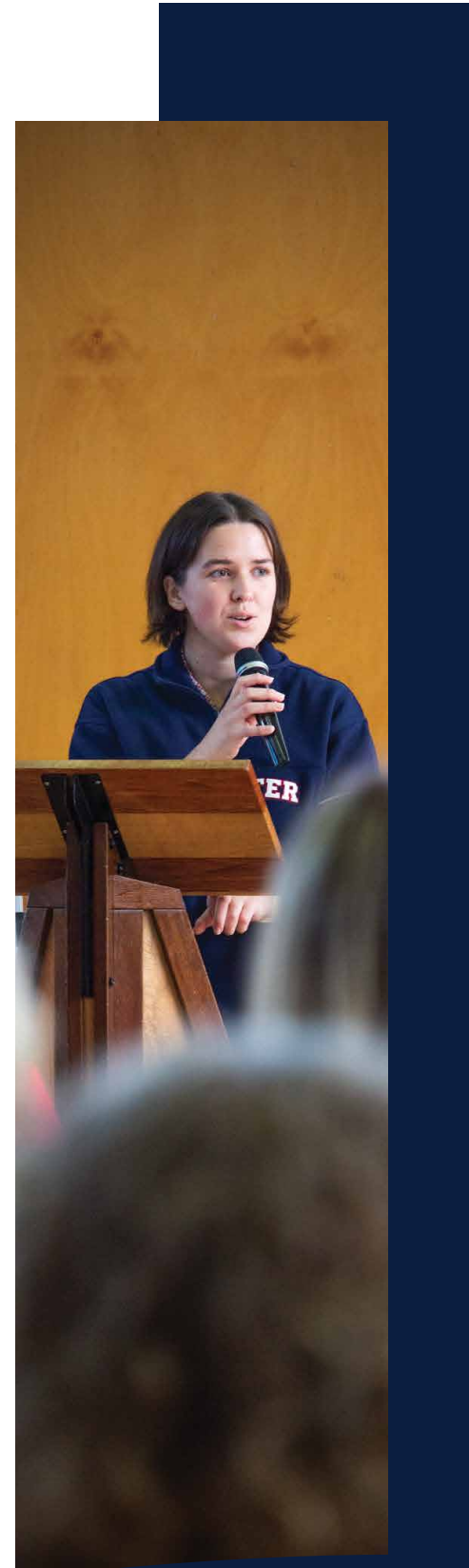
Employment Conditions

The ICT Support Officer is employed in accordance with the Lutheran Schools SA Enterprise Agreement.

Key Responsibilities

1. Customer Service
 - 1.1. Manage the ICT support ticketing system and work with College employees to troubleshoot, resolve, and escalate requests within agreed timeframes.
 - 1.2. Be responsible for the ICT Help Desk and the provision of face-to-face support for College students during school hours.
 - 1.3. Provide timely communication to relevant stakeholders regarding the progress and resolution of support requests.
 - 1.4. Ensure that all support resolutions implemented within the scope of the role achieve a high level of customer satisfaction.

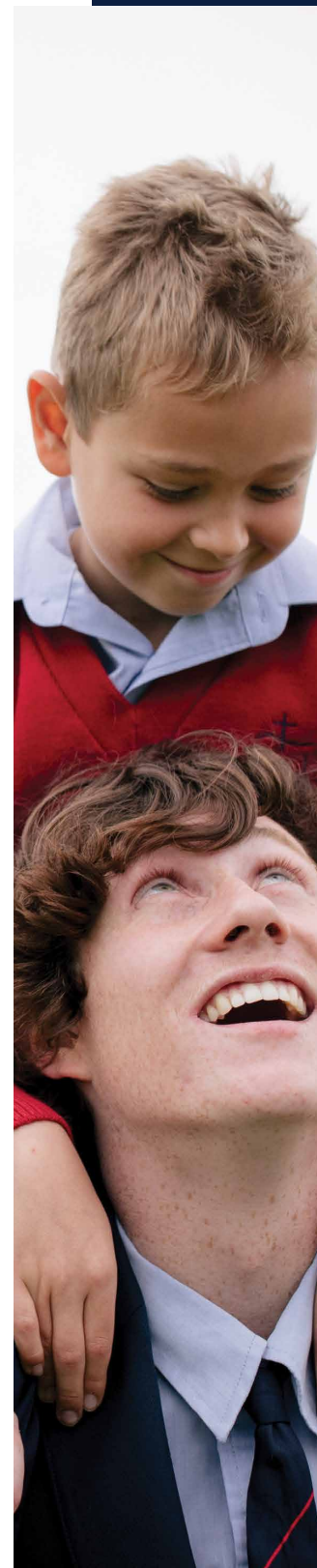
2. Training & Support
 - 2.1. Maximise the positive impact of College ICT systems on teaching and learning through the ongoing support and training of employees.
 - 2.2. Develop, promote, and maintain user-friendly support resources, training materials, manuals, and guides for end-users.



3. Documentation & Reporting
 - 3.1. Ensure timely and accurate documentation of all support requests using the College ticketing system.
 - 3.2. Oversee the repair of devices and allocation of loans.
 - 3.3. Support the development of monthly and quarterly reports on ICT activities and outcomes.
4. Continuous Improvement
 - 4.1. Proactively identify issues and potential solutions to ensure ICT systems are operating at optimum level with minimal or no downtime.
 - 4.2. Work with the ICT Technical Lead to ensure the ICT environment develops to support the future needs of eLearning.
 - 4.3. Keep abreast of technology changes and make suggestions for the adoption of new systems to maximise the performance of College ICT.
5. Other
 - 5.1. Assist with scheduled maintenance of core server/network infrastructure.
 - 5.2. Liaise with external vendors.
 - 5.3. Assist with delivery of project-related tasks.

Key Selection Criteria:

| | |
|--|---|
| Qualifications | Desirable <ul style="list-style-type: none"> • Formal qualifications in Information Technology. • Certifications in Microsoft and Apple. |
| Knowledge, Skills & Abilities | Essential <ul style="list-style-type: none"> • Previous experience managing a customer-service focused ICT Help Desk. • Advanced technical knowledge, with the ability to quickly adapt to a new environment. • Ability to work efficiently and effectively in both a team environment and with limited supervision. • A continuous improvement approach to the development and management of ICT support. • A friendly, proactive, and professional attitude. Desirable <ul style="list-style-type: none"> • Previous experience in ICT role at a school or college. |
| Other Requirements | Essential <ul style="list-style-type: none"> • Personal alignment and demonstrated commitment to the Vision, Mission, and Values of the College. |



Encounter Lutheran College

64 Adelaide Road, Victor Harbor 5211
(08) 8552 8880

 thrive  connect  belong

