ROLE DESCRIPTION: ICT HELPDESK TECHNICIAN

1.0   POSITION TITLE: ICT HELPDESK TECHNICIAN

Hours – Full Time

2.0   PURPOSE / SCOPE OF POSITION:

The purpose of the role of ICT Helpdesk Technician is to ensure that the Information and Communication Technology Services at Villanova College are delivered in an efficient and timely manner.

2.1 Collaborative Practices and Partnerships

The role holder works collaboratively and in partnership with others, both within and outside the College, in the execution and completion of duties and responsibilities.

2.2 Effectiveness and Efficiency

The role holder completes assigned tasks and duties effectively and efficiently in an appropriate and timely manner.

2.3 Commitment and Confidentiality

The role holder demonstrates commitment to the philosophy, ethos and aims of the College, giving due recognition to aspects of confidentiality relevant to roles and duties undertaken.

3.0   SPECIFIC DUTIES:

Under the general guidance of the ICT Manager and Senior ICT team members.

- Be first point of contact for staff and students by providing phone, email, helpdesk ticket logs, face to face counter support, classroom and campus support ensuring timely response to all helpdesk requests whilst prioritising using best judgement and common sense.

- Maintain a high priority focus over the helpdesk logging system prioritising urgency of classroom assistance and ensuring high levels of service are always achieved. As much as possible at least one staff member should remain available at the helpdesk to answer calls/emails and visits from staff and students.

- Work closely with Senior ICT team members as your first direct escalation point. Alternatively escalate and seek assistance from the ICT Manager as necessary.

- Help ensure systems documentation is kept up to date. All changes must be discussed with the ICT team at a minimum, escalating as necessary. Upon completion of any changes ensure the change logs are updated and the team is informed.

- Administer the IT reception desk- ensuring jobs are correctly logged; fault details fully recorded; hardware is labelled and stowed securely and ensure the smooth running of a busy IT Services reception desk. Attention to detail (example serial numbers, model numbers) is critical.

- Provide technical support to staff and students in the areas of computing hardware and software.

- Use SCCM deployment tools to re-image laptops and deploy software on managed devices.

- Be the first point of call for student's BYOD laptops where assistance is provided in a guide and advise manner. This is considered a learning opportunity where the goal is to help the student diagnose and fix the issue. Where the laptop is beyond scope of a simple fix, assist both the student and parent to lodge the fault (provided the laptop was purchased via the College optional online portal). Issue and track allocation of a loan laptop to ensure the student can continue classes whilst their laptop is repaired.

- Preparation of computing devices for relief and temporary teaching staff ensuring there are enough spares prepared ready to go.

- Ensure audio, visual and electronic media equipment is operational in all classrooms working with the AV Coordinator where applicable.

- Ensure all work undertaken is completed to a high standard and carried out in a safe manner in accordance with workplace health and safety guidelines.

- Ensure the IT Services reception and storage areas are kept clean, tidy and presentable.

- Carry out other tasks and duties as assigned by the ICT Manager.

4.0   COMPETENCIES:

The ICT Helpdesk Technician will be:

- Able to interact on all levels appropriate to the individual requesting assistance, modifying your delivery appropriately when assisting year 5 through to year 12 students, staff members, parents and members of the wider Villanova College community.

- Continually strive to find innovative and streamlined ways to deliver the best possible service from within the Helpdesk team.

- Self-directed and able to apply knowledge to level 1 competency in the area of IT.

- Able to work independently with non-routine matters and able to apply professional knowledge and seek advice accordingly.

5.0   CHARACTERISTICS:

The ICT Helpdesk Technician must have the ability to:

- Complete assigned tasks in timeframes set by management whilst reporting back on progress including any issues and recommended alternative solutions.

- Co-ordinate and prioritise assigned work to achieve required outcomes within time constraints.

- Work within a team environment actively sharing relevant industry information.

- Be flexible and innovative in dealing with a variety of tasks.

- Develop solid working relationships with the IT Team and foster friendly and supportive working relationships with all College staff.

- Undertake appropriate professional development to maintain knowledge of relevant hardware and software.

- Follow internal procedures for change management, incident management, and escalation.

- Maintain confidentiality and adhere to the Villanova College privacy policy.

6.0   KEY SELECTION CRITERIA:

- A good understanding of Operating systems including Windows 10, and macOS.

- Knowledge of the Microsoft Office 365.

- Ability to use logic and research to diagnose problems you may not have encountered before.

- A general understanding of networks and Active Directory basic account management.

- Experience with a range of hardware items including laptops, Tablet PC's, desktops, smartphones, data projectors, interactive TV's, Vivi's (or similar wireless presentation devices).

7.0   DESIREABLE SKILLS:

- Experience in Education IT systems such as Learning Management Systems (Moodle), Office 365 and G Suite.

- Knowledge of ITIL practices and ITIL certification would be an advantage.

8.0   QUALIFICATIONS:

It is preferred that the ICT Helpdesk Technician has at least two years in an IT helpdesk customer service environment with proven abilities to excel.

8.1 Industry background:

Experience in a school setting is not essential but will be highly regarded.

9.0   AUTHORITY LIMITS:

This position carries no inherent delegated authority regarding expenditure of funds or supervision of other role holders within the College.

10.0   REPORTING AND OTHER RELATIONSHIPS:

- Work collaboratively with the IT Team to ensure a high level of IT helpdesk support for the staff, students and wider Villanova College community.
- The ICT Helpdesk Technician works under the supervision of the ICT Manager and may also be assigned tasks and directives from the ICT Network & Systems Administrator as well as the ICT Applications & Database Administrator.
- At all times, ICT Helpdesk Technician must act in accordance with the Villanova College Student Protection Policy. It is necessary that the role holder exercise judicious and prudent judgment in interactions with students.

11.0   SPECIAL REQUIREMENTS:

- Possess a Blue Card or apply for on acceptance of position in accordance with the requirements of the Commission for Children and Young People and Child Guardian Act 2000.