

POSITION OVERVIEW

As a Helpdesk Officer at Simonds Catholic College, you will be an integral part of our technical support team, providing assistance to Staff, Students and Parents. In this role, you will leverage your experience with Microsoft Intune and Autopilot to manage device deployment, configuration, and troubleshooting. Proficiency in Microsoft Office Suite is essential as well as a desire to learn and undertake new challenges.

KEY RESPONSIBILITIES AND DUTIES

- Provide first-line technical support to users via phone, email, in-person or Teams chat ensuring timely resolution of IT issues
- Manage device deployment and configuration using Microsoft Intune and Autopilot, ensuring compliance with organisational policies and procedures
- Troubleshoot hardware and software problems, perform repairs or escalate issues to the IT Manager / Senior Systems Engineer
- Install, configure, and maintain software applications and updates across multiple platforms
- Create and maintain documentation, including user guides and troubleshooting procedures
- Assist in managing and maintaining the school's network infrastructure, including Wi-Fi access points, printers and audio visual equipment
- Perform laptop hardware troubleshooting, including diagnosing and resolving issues with displays, keyboards, batteries, and other components and log service tickets with our ICT equipment vendors as required
- Monitor and maintain IT inventory, including tracking assets and conducting audits
- Stay updated on emerging technologies and industry trends to provide proactive recommendations for improving IT services and infrastructure
- Participate in IT projects and initiatives as assigned, contributing technical expertise and support to ensure successful implementation
- Assist in the administration and maintenance of the school's Learning Management System (Simon), ensuring smooth operation and user support
- Collaborate with the IT team to implement and enforce data privacy and security protocols, ensuring compliance with relevant regulations and standards (Essential 8).
- And any other duties as required by the It Manager and Principal

Interpersonal and Communication Skills

- Strong verbal and written communication skills to effectively convey technical information to non-technical users
- Active listening skills to understand users' needs and concerns, and provide appropriate solutions
- Patience and empathy in handling user inquiries and technical support requests
- Ability to work independently and as part of a team in a fast-paced environment, managing multiple priorities effectively.

Qualifications

- Minimum of 2 years of experience in a helpdesk or technical support role
- Proficiency in Microsoft Intune, Autopilot, Microsoft Office Suite including Microsoft Teams
- Familiarity with network troubleshooting tools and techniques
- Basic knowledge of hardware components and peripherals
- Certifications such as CompTIA A+, Microsoft Certified: Modern Desktop Administrator Associate, or equivalent are a plus.

Child Safety

- Applicants should have a strong commitment to boys' education and the values and ethos of Catholic education, including providing a safe environment for our students. Our College Community is committed to the protection, wellbeing and inclusion of all the children in our care.
- Thorough understanding and adherence to Ministerial Order 1359 on Child Safety, as it pertains to the college's Code of Conduct, policies, procedures, and practices.
- Commitment to upholding a zero-tolerance attitude towards child abuse and ensuring the provision of a safe and inclusive environment for all students, regardless of background or ability.
- Implementation of strategies that promote cultural safety, accessibility, and wellbeing for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and children with disabilities.