



ST PETERS GIRLS

Position Description: IT Support Technician
Department: IT
Level: Full-time, Permanent
Reports to: Information Technology Manager

The School

At St Peter's Girls' School we focus on collaboration, creative thinking, and innovation, seeking to foster independent thinking and our core values of courage, creativity, and compassion in every student. We aim to develop motivated, versatile, and curious students who carry a love of learning throughout their schooling years and beyond. We have a proud history of almost 130 years, providing outstanding educational opportunities for students from Early Learning to Year 12. Our all-in-one campus, located in leafy Stonyfell and just 5km from Adelaide's CBD, boasts spacious grounds and state-of-the-art facilities. We are an authorised IB PYP & DP World School.

St Peter's Girls seek to employ people who embody character and influence within their personal and professional lives. We are committed to providing our staff with opportunities for ongoing development and career progression.

About the Role

The full-time IT Support Technician position reports to the Information Technology Manager (IT Manager) and the Infrastructure and Service Desk Manager. The role will involve handling the School's service desk requirements on a daily basis, with the opportunity to develop skills in Python, Programming, SQL Database, and Power BI.

At St Peter's Girls, we have an ICT knowledge base and a helpdesk ticketing system (Freshdesk) that we manage and maintain. All IT staff are responsible for supporting our School community, including conducting regular checks (walkarounds) to ensure that end-user devices and peripherals function correctly.

Key Responsibility Areas

IT Support

- Support teaching and administrative staff and students and their devices
- Help troubleshoot and resolve IT issues
- Install, maintain, and upgrade desktop, notebook, and tablet hardware
- Manage the deployment of Apple iPads, including app installations or upgrades
- Help with new rollouts, software installation and deployment tasks
- Real-time in-class support

- Maintain equipment in a clean and tidy state
- Monitor classroom sets of iPads when necessary
- Provide assistance to administration staff and their computers
- Monitor desktops, printers, notebooks, iPads, etc., for operational failure
- Provide ICT Technical support in classrooms to support the ICT Teachers
- Provide support to the APEX students and staff
- All other duties as directed by the IT Manager and Infrastructure and Service Desk Manager when required

Desirable growth areas Include Assisting the Application Manager in:

- Maintaining and creating power BI reports for the various areas of the School
- Managing and maintaining various Python and programming Applications that perform background tasks
- Manage and maintain our SQL database
- Reviewing and implementing the creation and execution of a yearly schedule and procedure. This includes the development of the timetable that reflects the School's priorities and promotes effective teaching and learning under the guidance of the Director of Teaching and Learning (T&L)
- Facilitating student's subject selections on an annual basis under the guidance of the Director of Teaching and Learning (T&L)

Person Specification

IT Support

- A service mentality and a 'can-do attitude
- Thoroughly professional communication skills and phone manner
- Experience, confidence and patience in dealing with users of all skill levels
- Interpersonal skills to relate well to teaching/administrative staff and students
- The ability to respond to, assist and manage user difficulties
- An energetic and resourceful team player
- JAMF Pro MDM suite – app deployment and management
- Apple iOS experience – deployment, configuration, troubleshooting and management
- Apple MacOS experience – deployment, configuration, troubleshooting and management
- Knowledge of Microsoft Windows 10 and the Microsoft Office 365
- A solid knowledge of PC/laptop/iPad troubleshooting, diagnosis, and repair at both a hardware and software level
- A capacity to keep abreast of technological changes and assist with upgrades at the School

In addition, the following are strongly desirable:

- Experience in a helpdesk environment.
- Apple certifications
- Microsoft certifications

Qualifications

- Current Working with Children Check
- Current Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) certification.
- Relevant post-secondary qualification or equivalent industry certification

A Career at Saints Girls

- Unique opportunity to work in a highly regarded independent school that upholds a culture of excellence
- Collaborative and passionate team environment with a connected and inclusive community
- Internal and external professional development opportunities
- Opportunities for Interstate and International professional learning within our network of exchange schools
- Contemporary and high-tech learning spaces
- Opportunities to engage in co-curricular offerings and School events
- Well-resourced and supported teaching and learning
- Onsite parking available
- Employee Assistance Program

Conditions

This is a permanent full-time position working 37.5 hours per week between 8am and 4pm. The salary is in accordance with the St Peter's Collegiate Girls' School Enterprise Agreement. It includes four weeks annual leave to be taken at a time to be negotiated, as school holiday work is often required. Some out-of-hours work will also be required. Other conditions are as outlined in the Enterprise Agreement.

Cherylyn Skewes

Principal

March 2024