



## POSITION DESCRIPTION

**POSITION:** Information Technology Assistant

**STATUS:** Full time

**REPORTS TO:** The School Principal or Nominee

**DATE:** 20<sup>th</sup> September, 2021

**CLASSIFICATION:** SO Level 3

**COLLEGE:** Marist College Emerald

**EMPLOYEE NAME:**

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### **Purpose of Position:**

Under limited supervision of the Principal or nominee, provide support services to the technology function of the School

### **Key Characteristics:**

**Skills:** Demonstrate tolerance, maturity, patience and a capacity for self organisation and the ability to respond and adapt whilst operating in an environment which is often demanding and busy  
Facilitate effective communication with staff, students, parents and visitors in a way that enhances the school image and contributes to the goals of Catholic Education  
Demonstrate a capacity for tact and discretion and an ability to maintain confidentiality  
Apply knowledge with depth in some areas & a broad range of skills  
Some discretion and judgement are involved in selection of equipment, work organisation, services, actions and achieving outcomes within time constraints  
There is a range of roles and tasks in a variety of contexts  
There is some complexity in the extent and choice of actions required  
Work within routines, methods and procedures

**Supervision:** Work will be carried out under limited supervision and may be checked in relation to overall progress  
Broad guidance will be provided  
May involve a level of autonomy when working in teams

### **Supervision of Others:**

Peer assistance may be provided to others  
An employee may have limited responsibility for the guidance of the work of others  
Team coordination may be required

**Qualifications:** Tertiary qualifications at Certificate level or equivalent knowledge, qualifications and experience relevant to the position may be required

### **Typical Duties:**

Typical duties performed include, but are not limited to:

- Practise confidentiality in relation to all aspects of the role
- Assist with telephone enquiries in accordance with routine methods and procedures
- Use software application packages for personal computers to create database file structures, and spreadsheets/work sheets
- Carry out a wide range of secretarial and clerical duties at an advanced level, including shorthand, typing, word processing and maintaining manual and computerized records
- Within routines, methods and procedures, provide administrative support to senior management, arrange appointments and diaries, and prepare correspondence
- Use software application packages for personal computers to create database file structures, and spreadsheets/work sheets
- Maintain established central filing/records systems in accordance with routines, methods and procedures. This would include: creating and indexing new files, retrieving records; distributing files

within the school as requested, monitoring file locations and identifying and processing inactive and closed files

- Within the routine methods and procedures of the school:
  - administer user accounts
  - update virus protection
  - maintain relevant documentation and procedures

**Specific Duties:**

- Maintain a stock register of computer hardware and software
- Assist with administer/track equipment mobile within and outside the school
- Liaise with the school community and computer industry
- Assist with keeping staff up to date with advancements and changes within the school network
- Assist with the development and production of students' term report forms
- Respond to ad hoc requests from members of the Leadership Team and the IT Manager
- Assist with the administration of the computer systems hardware and software including:
  - set up and maintenance of staff and student user accounts
  - networked printer maintenance
  - assist with the installation of required software onto the network
  - assist with the maintaining a vigilant file security regime
  - assist with the maintenance of web access including filtering of undesired sites
  - assist with maintaining school's internet presence, including web page development and ongoing web page maintenance
  - assist with the administration of mail service for staff and students
  - maintain a system of data backups
- Assist with the installation of workstations onto the network
- Installation of additional software onto workstations and laptops
- Assist with installation of printers, scanners and other peripheral devices onto workstations and network
- Maintain up to date monitoring for virus identification at the workstation level. This includes periodic updating of virus software across the school
- Provide diagnosis of problems and repairs to workstation peripheral devices and hardware within the school procedures
- Upgrade computer equipment as directed
- Provide on call support for teachers and students in the computing laboratories and with laptops
- Respond to requests for assistance from administration and staff
- Respond to requests for assistance for computer resources located in other classrooms and mobile within the school

*I acknowledge that I have sighted and been provided a copy of this Position Description.*

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*Employee Name (Please Print)*

*Signature*

*Date*