

## **ICT Administration Assistant**

### **Core Role Purpose & Accountability**

This position exists as part of the Information Services team to provide highly organised, efficient and practical support to staff and students in the management of warranty issues, damage of devices and communication to clients and parents.

The position reports to the ICT Manager.

### **Role Responsibilities**

Specific responsibilities of the **ICT Administration Assistant** include:

#### **Contributing to the implementation of the College's Vision & Mission and the building of the College community in the tradition of the Good Samaritan by**

- Developing harmonious relationships with staff, students and parents via daily interactions
- Upholding the Benedictine value of service to others in community
- Providing a standard of service which will support the realisation of the College's Vision and Mission

#### **Providing professional and high quality support/ administrative services by**

- Responding to parent enquiries regarding the management of student laptops or login issues with the College Portal

#### **Software support**

- Resetting device software/imaging devices
- Providing Level 1 Helpdesk Support for staff and students and escalating issues when required
- Update user information in the ICT systems (Active Directory & Edumate)

#### **Hardware management**

- Take ownership of the workflow for the distribution of devices to staff and students
- Prepare paperwork for rollout of devices
- Manage and track Warranty and Repair issues with vendors
- Providing Helpdesk level 1 support for student and staff devices
- Produce ID Cards
- Maintain ICT asset register
- Assisting in ICT maintenance tasks in school holidays (e.g. projector filters)

#### **Contributing to the service and professionalism of the College support staff by**

- Contributing to the ICT Committee via IT Manager to represent emerging student and staff needs regarding laptops in particular
- Exercising initiative and independence in responding to new situations and problems as they arise
- Demonstrating flexibility and team work by taking on other roles and tasks within the support staff team as needed from time to time

Any other duties as required by the Principal or his/her delegate.