SCOTCH OAKBURN COLLEGE
CREATING THE FUTURE

TITLE:	IT Support Officer (eServices)
AWARD/AGREEMENT:	Scotch Oakburn College (Staff) Enterprise Agreement
EMPLOYMENT STATUS:	Permanent
HOURS OF WORK:	38.0 hours per week
REPORTS TO:	eServices Manager
LOCATION:	Based on Penquite Campus (College wide position)
QUALIFICATIONS:	Diploma/Certificate in Information Technology (Preferred) or equivalent professional experience in IT support
MANDATORY CLEARANCES:	1. Working with Vulnerable People (Children) Registration 2. National Police Certificate (Schedule 1 Record)

The College:

Scotch Oakburn College is an independent, open entry day and boarding school of approximately 1,300 students from Early Learning through to Year 12, in association with the Uniting Church in Australia. Through the provision of academic, pastoral, and co-curricular programs, the College provides a holistic education designed to prepare students for their future.

Our College has three campuses:

- **Elphin Campus**, located in the inner eastern suburbs of Launceston and home to our Junior School (Early Learning Centre and Years Prep to 5) as well as our Boarding House students who come to us from intrastate, interstate and international locations.

- **Penquite Campus**, located 2.5km from our Elphin Campus and home to our Middle School students (Years 6 to 8) and Senior School students (Years 9 to 12).

- **Valley Campus**, located in the Fingal Valley just over an hour's drive from Launceston and the hub of our Education Outdoors and Environment Centre.

Scotch Oakburn College is one of 250 Round Square schools that span 50 countries around the globe. Round Square schools are committed to character education and experiential learning built around the six IDEALS of International Understanding, Democracy, Environmental Stewardship, Adventure, Leadership and Service.

The Role:

This position is within the College's eServices team and involves the support of users, existing systems, infrastructure and further development of the eLearning Technologies Program for students from Early Learning to Year 12.

The role provides technical support on varied systems and technologies across the College's campuses and is required to work closely and cooperatively with other eServices staff, teaching and support staff to maintain College systems.

IT Support Officer

Key Duties and Responsibilities:

- **IT Support & Troubleshooting**
  - Provide timely and effective support for devices and IT systems, including general service desk tasks and troubleshooting, ensuring a seamless and productive digital experience for staff, students, and the College community.
  - Assist teachers and students with technology both inside and outside the classroom.
  - Coordinate the deployment, maintenance, and lifecycle management of hardware and digital devices, including laptops, desktops, tablets, and peripherals. Ensure devices are configured to the College's standards, regularly updated, and replaced as part of scheduled rollouts to support teaching, learning, and administrative functions.

- **System Documentation & Request Management**
  - Maintain clear and completed documentation of systems and procedures.
  - Respond to support requests via the ticketing system, phone, email, or in person, ensuring accurate and prompt resolution.

- **Team Contribution & Project Work**
  - Collaborate with the eServices team to meet the College's technology needs.
  - Undertake additional duties or project-related tasks as assigned by the eServices Manager to support the objectives of eServices Team and the College.

Level of Accountability

Performance of the role must be undertaken with the highest of integrity, in accordance with the College Delegations of Authority. This is a highly collaborative role working closely with all members of the ICT Team, in particular the eServices Manager and the eServices team. Accountable for the quality of their own work and advice, direction and guidance are available on a day-to-day basis from the eServices Manager as required.

All tasks must be completed within required timeframes, to a high standard, and in accordance with the policies and procedures of the College. Actively engaging in reflective practices and receiving feedback is required to promote continuous improvement and to lead individual professional development objectives.

Organisational Relationships

Reports to:	eServices Manager
Direct Reports:	Nil
Key Internal Relationships:	Head of eLearning Senior Systems Administrator Systems Administrator ICT Manager Database Administrator IT Support Officer College Staff and Students
External Relationships:	College ICT network partners and providers
Leadership Teams:	Nil

Safeguarding Children and Young People

As an employee of Scotch Oakburn College, you are required to adhere to our Code of Conduct, accessible on The Dash, which outlines behaviour standards aligned with safeguarding children and young people.

Your responsibilities include providing a safe and welcoming environment for children and young people, acting as a positive role model, ensuring positive and safe interactions, and providing adequate care and supervision. Through the performance of their roles, all staff are required to promote the safety and well-being of children and young people in our care, and report suspicions or disclosures of abuse or policy breaches to management.

Additionally, during your employment with the College you are required maintain valid Working with Vulnerable People documentation and undergo periodic national criminal history record checks. You are also obligated to report to College management any criminal charges or convictions received during employment that may pose a risk to children and young people.

Work Health and Safety

Scotch Oakburn college is committed to achieving the highest attainable standards of Work Health and Safety (WHS) for its staff, students, and visitors. As a member of staff, you will be required to:

- take reasonable care of your own health and safety,

- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons,

- comply, so far as you are reasonably able to, with any reasonable instruction provided by the College to allow the College to comply with the Work Health and Safety Act,

- co-operate with any reasonable policy or procedure of the College relating to health or safety, and

- report any injury, hazard, near miss or incidents and losses as soon as they are detected using the College's incident and accident reporting system.

Knowledge and Experience:

To be successful in this role, the following knowledge and experience is required:

- Proficient in the understanding and use of technology systems including Windows OS, Apple systems, Office 365 applications and other enterprise software and hardware.
- A certificate or equivalent professional experience in IT support.
- Current drivers licence.
- Strong communication, documentation and collaboration skills are vital for effectively engagement with stakeholders, providing user support, and fostering a collaborative ICT environment within the College.

IT Support Officer

In accordance with its Recruitment Policy, Scotch Oakburn College is committed to selection procedures based on merit, qualifications, experience and which are aligned to the key selection criteria of the role. As such, applications for this role should address the Key Selection Criteria below to demonstrate their ability to fulfil the key duties and responsibilities outlined.

Key Selection Criteria:

1. Technical Expertise & Problem Solving

- Proven experience in maintaining Windows and Apple systems, Office 365, mobile device management, and enterprise software.
- Demonstrated skills in diagnosing and resolving hardware and software issues efficiently.

2. Procedures & Documentation

- Demonstrated strength in developing and following IT procedures, with a focus on accuracy, consistency, and thorough documentation.
- Support reliable service delivery and effective knowledge sharing across various stakeholders.

3. User Support & Communication

- An ability to deliver professional, patient, and responsive support to users of varying technical ability
- Communicate clearly and effectively, ensuring positive user experiences.

4. Organisation, Initiative & Team Contribution

- Proven highly organised and self-motivated individual, with strong planning and time management skills.
- Demonstrated initiative and a proactive approach to learning new technologies.
- Capacity to work as part of a team and be adaptable and flexible

5. Safeguarding Children

- Show a demonstrated commitment to actively contribute to the College's safeguarding culture for children and young people, including an understanding of the College's policies in relation to Child Safety.