The Essington International School Darwin (TEISD) was established in 1989 and currently offers high quality childcare, early childhood, primary and middle school programs including a unique senior secondary program at our Essington International Senior College, situated in Charles Darwin University. This Senior College opened in January, 2011, and offers classes to Year 12.

The School is a parent-owned, non-denominational, co-educational school with a reputation for innovation and high quality learning outcomes at a national and international level. Our vision is to be identified as a world-class, parent-owned school where parents, students and teachers work closely together in partnership to give children a quality education where all potentialities are realised.

The Essington International School Darwin is a member of the Council of International Schools (CIS) and a registered Cambridge International Examinations school.

The Position in Context
Information and Communication Technology underpins and provides an enabling platform for the teaching, learning and administration of The Essington International School Darwin. This is delivered through a broad range of hardware and software systems and services.

There is a strong and ongoing desire to build capacity and effectiveness in the delivery of ICT services within the School. This includes a proactive approach to ICT Service Management drawing on best practices from the IT Infrastructure Library (ITIL). Key to this is a very responsive approach to ensure ICT issues and problems are resolved quickly and in a way that comprehends well the challenges and immediacies of the classroom environment.

The role of the ICT Support Officer
The primary responsibility of the ICT Support Officer will be to provide a high level of customer service to staff and students in resolving ICT issues and fulfilling and supporting educational and administrative requirements for ICT services.

As a member of the small Information and Communications Technology team, the ICT Support Officer will use their exceptional technical skills and their passion for solving real-world problems to assist the various key stakeholders to make effective use of ICT systems as well as guide users in understanding and receiving greatest benefit from their use.

The ICT Support Officer can expect to liaise with:

- The ICT Manager
- The ICT Team
- Teaching Staff
- External contractors and organisations
- The Business Manager
- The School Finance Department
- Support and Administration Staff
Duties related to the position include, but are not limited to the following:

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<th>Key Word</th>
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| ICT Support | Under the direction of the ICT Manager:  
• Answer, elevate and prioritise incoming online, phone, email and in-person ICT support requests using an online Service Desk system  
• Use a variety of tools and resources to promptly diagnose, resolve and communicate status back to the user  
• Work with students and staff in different locations across the school’s two campuses to solve technology-related problems  
• Maintain the school’s hardware resources which include desktop, laptop, printer, phones, LAN and Wi-Fi infrastructure.  
• Manage access to systems through Active Directory, Exchange Management System, Synergetic user privileges etc.  
• Maintain school software and operating systems, including Windows 10, MS Office, and MS deployment and support tools  
• Support iPads and other mobile devices using an MDM system  
• Support a wide range of student BYOD devices  
• Utilise excellent communication and interpersonal skills while working effectively within a team environment to support the ethos and learning culture of the school  
• Update and document changes within the school ICT environment allowing for efficient resolution to issues that may arise.  
• Install and upgrade appropriate software versions  
• Apply security and performance updates for applications and operating software on client computers  
• Setup and configuration of new hardware to standard operating procedures  
• Work collaboratively with the team and when necessary, escalate complex issues to other team members or external service providers  
• Operate or support use of audiovisual equipment at school events and functions |

| General | Attend to any other matters thought appropriate for the position consistent with the skills of the incumbent and as directed by the Business Manager |

**Professional Review**
This position description is intended as a framework for professional review.

The School reserves the right to alter roles and responsibilities and requirements as required to meet the operational needs of the School.

**Reporting**
The School reserves the right to alter roles and responsibilities and requirements as required to meet the operational needs of the School.

*In all matters concerning their employment, all employees are ultimately responsible to the Principal. However, for practical purpose, these functions are delegated to the Business Manager*
for all non-teaching staff. In the conduct of their day-to-day duties, the ICT Support Officer will be responsive to the directions of the ICT Manager, who is the supervisor for the position.

Selection Criteria

**General expectations for staff at The Essington International School Darwin**

Serve as good ambassadors of the School. This includes conducting oneself with the professional standards of the School, including being well-groomed and wearing appropriate professional attire.

Take an active interest in the general life of the School.

Supporting the policies, procedures, aims and objectives in order to facilitate the day-to-day operation of, and promote a high-quality of education within the School

Attend staff meetings and training when required

Ensure all students and parents are provided with a quality service in a timely, efficient and friendly manner

Maintain a professional confidentiality concerning information about staff and/or students and their families and be aware of the provisions of the privacy act.

Act as a member of a team, developing and supporting the philosophy and ethos of the team

Ensure that all documents are prepared and presented in accordance with the School’s Style Guide

**Working with Children (Criminal Record checking)**

Employment at TEISD is conditional on compliance with the Care and Protection of Children Act (NT) 2007, as amended, and the accompanying regulations. All employees are required to obtain a valid Working with Children Clearance (the “Ochre Card”) and a satisfactory Police Security Check to maintain these clearances for the duration of employment.

**Workplace Health and Safety**

Be informed of WHS legislative and associated requirements (as the School makes information available, the employee is required to take steps to understand how it applies to them)

Observe TEISD WHS protocols

Identify WHS information and training needs for self

Be involved in WHS projects according to priorities set by consultative processes and management direction

Comply with WHS initiatives as directed and agreed with management

Comply with safe work procedures as instructed by supervisors and managers
Comply with legal and reasonable instructions from the Employer

Report all hazards, accidents and incidents to your supervisor and comply with WHS committee recommendations

**Personal Qualities**

Highly developed interpersonal skills with the ability to develop and maintain constructive working relationships at all levels across diverse groups, including teaching and non-teaching staff.

Cheerful and enthusiastic disposition

Ability to remain calm and think clearly under pressure

Willingness to support the mission and values of TEISD

Demonstrate a high degree of confidentiality, discretion and integrity

Attention to detail and a high degree of personal organisation

Continually update ICT knowledge and skills through formal and informal professional learning.

**Essential Criteria**

Practical experience and skill with resolving application and operating system issues with desktop/laptop/mobile devices.

Highly-developed problem-solving and troubleshooting skills

Enthusiasm and exceptional communication and customer service skills

A natural team player with proven ability to work collaboratively with a diverse range of people whilst maintaining focus on the required outcome

Demonstrate a high level of initiative and organisational skill, and the ability to plan, set priorities and make sound judgements based on thoughtful evaluation so as to meet the objectives of the School

Demonstrate a history of working independently with the knowledge, experience and initiative to plan an effective days’ work

Good observational skills and a questioning nature capable of challenging existing practices with supporting evidence, to observe a problem or potential opportunity and to think through consequences and recommend appropriate courses of action

An ability to communicate clearly both verbally and in writing with the capacity to contribute to discussion and debate on proposed actions and strategy

High ethical standards
Current Australian drivers Licence

Applications open to those with full Australian Work Rights only

**Desirable Criteria**
Qualifications (Degree or Certificate) in Information Technology or equivalent significant industry experience. However, trainees and graduates are also welcome to apply.

ICT experience within a school environment