

Information for Potential Applicants

Thank you for your interest in this position.

Attached you will find the Position Information Document relating to this role.

The panel will draw up a shortlist of applicants for interviews based on applications, and where necessary, referee reports.

If you decide to apply, your application should include a cover letter, your Curriculum Vitae/Resume and a Context Statement addressing the Position Information Document. You must also provide a copy the Applicant Declaration Form located at

http://www.tenison.catholic.edu.au/_files/d/12351/ApplicantDecForm.pdf.

Please include a list of 2-3 referees with contact phone numbers. It is essential that you seek your referees' permission and ensure they are willing to speak about you in relation to this position.

Please email your application (as ONE DOCUMENT) to Mary de Nys at denym@tenison.catholic.edu.au by the closing date.

Alternatively, please forward your application by post to:

Mary de Nys
HR Officer
Tenison Woods College
PO Box 965
Mount Gambier SA 5290

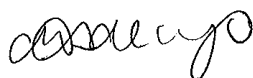
Applications close 4.00pm, Monday, 18 November 2024

We will send an email advising you that we have received your application and then you will either receive a phone call requesting that you attend an interview, or a letter advising you have not been shortlisted.

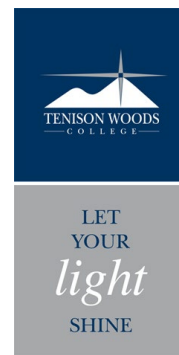
The process, from the closing date of applications through to shortlisting and interviews, will ideally take approximately two to three weeks.

On behalf of Tenison Woods College I thank you for your interest and effort, and I wish you well should you decide to proceed with your application.

Yours sincerely



Mary de Nys
Human Resources Officer/Principal's Assistant



Position Information Document (PID)

As an Early Years to Year 12 Catholic, coeducational College with over 1,500 students, Tenison Woods College is renowned for its academic achievement, wonderful facilities, strong pastoral care program, close involvement of families and a safe, supportive learning environment.

The College has a strong commitment to creating positive futures for all students through its motto of “Let Your Light Shine”.

Staff thrive on the leadership and professional development opportunities provided by the College and enjoy the benefits of working in a well-resourced and exciting learning environment.

ICT Technician Education Support Officer (ESO)

Status:	This is a full-time, permanent position working in the ICT Department of Tenison Woods College (37.5 hours/48 weeks per year)
Commencement date:	January 2025
Position Reporting to:	Principal; Business Manager; ICT Manager
Employment Requirements:	<p>The person appointed to this position is accountable to the Principal and responsible for the shared ICT duties at the College. This position will involve working under the supervision of the ICT Manager and in cooperation with the Business Manager. It is a position that will involve a wide variety of functions and will require a flexible approach to all the required tasks and a total school view in the approach to the job.</p> <p>As an employee of this school, you will be expected to support our aims and philosophy by your conduct and interactions with the school community and by being an example of the Christian virtues. You must also ensure that at all times you avoid injury to the religious susceptibilities of the Catholic school community.</p> <p>This position has a 3-month probation period.</p>

General Requirements – Non-Teaching Staff

The non-teaching staff of Tenison Woods College fulfil a vital role in supporting the education program of the College. They must support the aims and philosophy of the school by making a positive contribution to the development of a Christian community. The non-teaching staff must be aware of and comply with Work Health & Safety policies and practices of the College. Occasionally non-teaching staff may be required to attend professional development or work related sessions conducted at the College or elsewhere, within or outside of the employee's normal working hours. The non-teaching staff are encouraged to participate fully in the life of the College community and to support school activities and functions. They may be required to assist with the supervision of students or other allocated task at major school events such as sports days, school masses, and assemblies.

Role Purpose

The successful applicant will:

- Demonstrate a high level of personal integrity and conduct.
- Demonstrate problem solving and recommend practical solutions to operational problems.
- Provide a professional, effective and efficient administrative support which results in the delivery of high-quality services to the College.
- Demonstrate sound interpersonal, written and verbal communication skills to maintain positive working relationships with a wide variety of stake holders including addressing issues with patience and diplomacy.
- Display excellent administrative and organisational skills and an approach to work which emphasises accuracy and thoroughness.
- Work collaboratively in a team environment, contribute to and encourage a culture of teamwork and take a shared responsibility for achieving results.
- Carry out a complex array of tasks, maintain confidentiality and cope with fluctuating workloads.
- Participate in relevant training and development activities.
- Have the ability to initiate and implement workplace change, particularly in relation to the identified evaluation of improved work practices.
- Develop a sound working knowledge of operations, systems and processes.
- Utilise recent versions of Microsoft Windows, Microsoft Office, Mac OSX and tablets, plus other applications used by the College students and staff.
- Support the development and maintenance of a best practice WHS culture within the workplace.

Key Areas of Work

The appointed person will need to possess the following skills and perform the following activities:

General

- Superior customer service skills and a friendly, outgoing disposition.
- Assist various age groups from young students to senior students and staff, with differing skill levels, needs and ethnic backgrounds.
- An ability to work within a team environment under pressure.
- High capacity to prioritise workloads and meet deadlines, which may require some work outside of regular hours.
- Excellent grammar and spelling.
- Be of neat personal appearance.
- Sound knowledge of WHS requirements.
- Ability to reflect the Catholic ethos of the College in a practical way.
- High standard of communication and rapport building skills.
- Ability to deal with varied situations on a strictly confidential basis.

ICT Related

- Have experience with recent versions of Microsoft Windows, Mac OSX, IOS, Android and Microsoft Office.
- Support students and staff with their hardware and software ICT needs via phone, remote login or directly, including simple student bring your own device (BYOD) issues.
- Assist ICT team members with day-to-day tasks and projects as required.
- Log College maintenance and ICT helpdesk requests as needed.
- Liaise with Catholic Education SA, external contractors and support companies for warranty and on-site projects.
- Monitor toner stock and ICT equipment levels in the ICT office and storerooms.
- Be proficient in software installation and configuration and provide instruction in the use of various school ICT systems and software.
- Organise, maintain and deploy various OS images for school devices.
- Setup, maintain and troubleshoot various types of ICT hardware, such as wireless access points, phones, printers, desktops, laptops, tablets, projectors, monitors and audio-visual equipment.
- Perform scheduled ICT hardware inspection, maintenance and cleaning of classroom display screens, projectors, computers labs and laptop trolleys.
- Maintain and troubleshoot network communications equipment, including installation, patching and simple configuration of network switches, phones and uninterruptible power supplies.
- Create and maintain user, computer accounts and policies in an active directory/Office 365/Intune environment.
- Administer folder and network security permissions.
- Assist with multimedia file conversion and storage.
- Assist staff with the use of temporary ICT and fixed building audio-visual systems, including setup, operation and pack up for College assemblies, masses and events.
- Setup and assist connections for distance learning and video/teleconferences.
- Create documentation and self-help articles as required. Assist with maintaining content for the Portal@TWC and College websites.
- Perform public address system basic maintenance and playlist updates.
- Update ICT task information using helpdesk and team shared notebook software.
- Perform a yearly ICT asset audit and maintain documentation.
- Previous education sector experience would be an advantage.
- Experience in a large wired and wireless network environment is preferred, with a minimum of two (2) years ICT experience.

Specific requirements

Qualifications and Training

- Working with Children Check to work in Catholic Education SA.
- Approved Mandatory Notification training (this can be organised by the College)
- First Aid Certificate (this can be organised by the College).
- Current Driver's Licence.

Your Responsibility

Once you have completed your application and additional information it will be your responsibility to ensure that:

- The role description has been addressed.
- You have demonstrated that you can carry out the duties of the position.
- You can provide proof of your qualifications and experience.
- You have included the name, position title and telephone number of your three (3) referees.
- Your application is signed and reaches the HR Officer by **Monday, 18 November 2024 at 4.00pm.**

Please email a copy of your application (as ONE DOCUMENT) to Mary de Nys at denym@tenison.catholic.edu.au or send your application via post to:

Mary de Nys
HR Officer
Tenison Woods College
PO BOX 965
MOUNT GAMBIER SA 5290

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Please Note: This job description seeks to provide clarity and focus to the general role. It is not intended as - nor can it be - an all inclusive list of every task that may emerge during the course of work, nor is it a static document. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.