



Strathcona

GIRLS GRAMMAR

ICT Support Officer

The Strathcona environment nurtures the pursuit of academic excellence, co-curricular involvement, leadership development and the community and social engagement that each girl chooses to pursue. Our aim is to afford girls the opportunity to try various activities so that each individual is able to recognise and develop her own interests and unique attributes. We take a personalised approach to learning and development to each of our students.

Primary Purpose of the Position

The ICT Support Officer reports to the Director of ICT.

The primary purpose of the ICT Support Officer role is to provide Level 1 and Level 2 ICT Support to all users within an organisation, Digitise and Archive documentation across all areas of the school, Support School Organisation Coordinator. Additionally, they may be involved in the implementation of new technologies, the development of IT policies and procedures, and the provision of training to users to enhance their ICT skills and knowledge.

Strathcona Girls Grammar is a school where the dignity of each person is recognised, respected, and fostered. Our school takes an integrated and collaborative approach to building and strengthening safe and respectful school communities, which are child safe.

Authorised by: Principal
Last reviewed: June 2025

Key Responsibilities

- Work within the ICT Team in supporting staff, students and parents with ICT resolution of problems in a timely manner.
- Monitor the ICT Helpdesk ticketing system when needed.
- Provide technical support for end-users.
- Provide Technical support to staff in Maple, Synergetic, MS Teams and other relevant software used across the school.
- Develop and maintain Maple pages to support teachers and students
- Take proactive steps to ensure an appropriate level of system availability.
- Work within the ICT team in monitoring and maintain the security of I.T. Infrastructure within the School.
- Work within the ICT team to maintain various systems used within the organisation.
- Maintain a Document Management System to Digitise and Archive documentation across all areas of the school.
- Digitise/Scan all previous records and maintain future records held within the school into the Document Management System.
- Maintain documentation on all systems and procedures relevant to the role.
- Work within the ICT Team to ensure adequate data protection measures are in place and that these are tested on a regular basis.
- Assist in the provision of training to users where required.
- Work with the School Organisation Coordinator when needed with internal relief coverage as directed by the Director of ICT
- Support the Document Services Coordinator as directed by the Director of ICT

- Work with the Director of ICT to identify and acquire any further skills and training as required.
- Any other duties as requested by the Director of ICT, Business Manager or Principal.

Expected Outcomes

- Demonstrated support of and respect for the School's vision, values, goals, policies and procedures.
- Effective, positive and cohesive working relationships with the ICT Team, all other members of the School Community and relevant external bodies.
- Effective day-to-day operation of the ICT Department including demonstrated improvement of systems and processes.
- Timely resolution of ICT issues, ensuring minimal disruption to School operations.
- Successful digitisation and archiving of documentation, enhancing accessibility and organisation.
- Regular updates and improvements to the Document Management System, ensuring it meets the changing needs of the School.

Policies

- Contribute to the further development of School ICT policies.
- Abide by school policies including the OH&S policy.

Other

- Attend Professional Development workshops and seminars that will assist in successfully meeting the objectives of this role and ensure update of knowledge on technology trends.
- Participate in School events and activities to support the broader School community.
- Collaborate with other departments to ensure ICT solutions align with overall School goals.
- Provide feedback and suggestions for continuous improvement of ICT services.
- Any other duties as requested by the Director of ICT, Business Manager or Principal.

Reporting Relationships

Reports to	Director of ICT
Associated Relationships	ICT Team Staff & Students External providers and contractors (as directed by the Director of ICT)

Selection Criteria – Knowledge and Skills

Essential:

- Highly developed administrative and problem-solving skills and the ability to manage multiple priorities.
- High-level IT skills, and advanced knowledge of Excel, Synergetic, Schoolbox
- Strong Microsoft O365 administration skills.
- Knowledge and practical experience in key networking and systems concepts, eg. Active Directory and Group Policy.
- Outstanding communication skills demonstrated by a rapport with all levels of the organisation.
- Strong organisational and time management skills with an ability to manage and prioritise a number of concurrent tasks whilst meeting prescribed deadlines.
- A high degree of attention to detail.

- A solution-orientated person, with an ability and a desire to identify and bring about significant improvement and streamlining of processes, systems and record keeping.
- A professional and warm phone manner.
- An ability to format and present information accurately, quickly and logically.
- A positive attitude and a proactive and calm approach with a solution focus.
- Experience in implementing a framework for ICT Technical Support.

Desirable:

- A high level of competence in ICT support and the ability to work flexibly in supporting the overall work of the ICT Team.
- Knowledge and understanding of relevant software, hardware and networking concepts.
- O365 Applications and MS Teams.
- MCSA or CCNA certifications desirable.
- Experience working in an educational environment will be an advantage.
- Experience in using the Synergetic management system, O365 and School Box will be an advantage.

Attributes:

- Be a suitable person to engage in child-connected work.
- Supportive of the ethos of the Christian tradition.
- Highly developed verbal and written communication skills.
- Demonstrated ability to work with others towards a common goal.
- Personal resilience, enabling effective management of multiple and conflicting demands.