



ICT SUPPORT OFFICER

Position Description

Statement of Faith

Highview College is a Christian Ecumenical College. This means that the person and the message of Jesus Christ is at the heart of the learning, values, and principles we espouse, and that we promote Christian unity and respect for all throughout our School. Highview's core beliefs can be found in the Bible, in accordance with God's desire for growing toward the wholeness of being for all.

Educational Vision

Highview College is an ecumenical, independent, co-educational Year 7-12 school founded on Christian values. Highview College was established in 1974 as the first ecumenical school in Australia. The belief that those of all faiths and cultural backgrounds should be welcomed laid the foundation of our College. We are an inclusive community that welcomes families and staff from all faiths. Our GRACE values are Growth, Respect, Aspiration, Compassion, and Excellence, guiding everything we do.

Child Safe Statement

Highview College is committed to creating and maintaining a child safe environment in which all students, including Aboriginal children, students from culturally and/or linguistically diverse backgrounds, students in out-of-home care, LGBTIQ+ students and students with a disability, feel safe and are safe.

Highview actively promotes the safety and wellbeing of all students, and all staff members are committed to protecting students from abuse or harm in the College environment, in accordance with our legal obligations including child safe standards.

Highview College has Child Safe Policies and a Child Safe Code of Conduct. All staff members of the school are subject to and expected to comply with the Child Safe Policies and the Child Safe Code of Conduct. A condition of employment is that all staff are deemed to be persons suitable to work with children.

Why Highview?

Highview College is a connected Year 7–12 community where staff and students genuinely know one another, guided by our GRACE values and a commitment to helping every student grow through meaningful pathways.

- Real community connection: serving Maryborough and the Central Goldfields region, with staff drawn from across the region (including commuters from Ballarat, Bendigo, and surrounding towns).
- A school where people are known: A relationship-rich school environment that values individual growth, belonging, professional collaboration and a shared commitment to student success, with a student population of almost 500.
- Class sizes capped at 25: more time to teach well, build meaningful relationships, and support every learner.
- Pathways for every student: flexible senior options and personalised pathways, including VCE, VCE VM, VET and modified programs as needed.
- Purpose-led and values-driven: an inclusive, ecumenical school community where staff, students and families work together to support the growth of each individual through our GRACE values.



HIGHVIEW COLLEGE

Position Overview

The ICT Support Officer provides support to the ICT Administrator to ensure the Highview College community can access and use the ICT systems.

The ICT Support Officer reports to the Business Manager.

Role Classification

Level 3 – Category A

Key Responsibilities and Duties

1. ICT Help Desk
 - Provide support for the ICT Help Desk
 - Record and track ICT tickets.
2. Asset Register
 - Assist in the management of the ICT Asset Register.
 - Record Movements in the ICT Asset Register.
 - Assist in maintaining assets, including repair assets as required.
 - Assist in testing and tagging of assets.
3. Procurement
 - Assist the Business Manager with the procurement of assets.
4. Any other duties as directed by your Line Manager or the Principal.

Required Skills and Knowledge

1. Competency:
 - Knowledge in ICT help desk support including troubleshooting, ticketing systems, hardware, and software basics.
 - Administration skills include data entry, record keeping, and accuracy.
 - Basic knowledge of Active Directory, Microsoft 365, and Office Applications.
2. Judgement, independence, and problem solving:
 - The ability to exercise judgment when prioritising ICT help desk tickets.
 - Allocate or resolve problems within agreed or specified timelines.
 - Escalate ICT help desk tickets or procurement opportunities to the relevant staff member in a timely manner.
3. Supervision:
 - Ability to follow general direction and work semi-autonomously.
 - From time to time, supervision of other employees may be required.

Qualifications and Experience

1. Completion of a Certificate III or equivalent in a relevant field will be favourable, or relevant work experience.