



DIOCESE OF LISMORE

CATHOLIC EDUCATION OFFICE

POSITION DESCRIPTION

General Description:

Position Title: School Support Officer

Team: School Resources Services

Accountable To: School Principal through the Regional Learning Technology Officer (LTO)

Accountable For: The School Support Officer (SSO) is accountable for providing routine technical hardware and software support for the school staff and students and to assist teachers in delivering Information and Communication Technology (ICT) into the classroom

Overall Purpose of the Position:

The School Support Officer will:

Ensure that the school hardware and software is ready & reliable.

Assist teachers in implementing Information and Communication Technology (ICT) into the classroom.

Liaise with the users of the hardware and software to ensure that their needs are met and to provide professional development and training where appropriate.

Ensure the uniform nature of the Catholic Education Office (CEO) Lismore 'Standard School Network Structure' is not compromised

Key Tasks and Responsibilities:

- Relocate computer equipment and peripherals when necessary
- Perform specific hardware installations (scanners, cameras, etc)
- Perform installation of local (non-network) software
- Examine and resolve minor hardware, software and network problems and conduct simple diagnostic procedures
- Work with the LTO and/or CEO ICT Service Desk for resolving hardware, software and network problems

- Perform cleaning and simple preventative maintenance of computer equipment and peripherals
- Serve as a liaison with staff and LTOs
- Liaise with LTOs and vendors when requesting installation, repair and maintenance of hardware
- Be responsible for logging and completion of warranty claims
- Provide routine technical assistance to staff
- Maintain CEO Lismore 'Software Inventory'.
- Assist in developing and conducting formal hardware and software training sessions
- Maintain and manage the school intranet website and the school corporate website under the direction of the school executive
- Routinely bringing down images on workstations and installing base printers and software as setup by the LTO
- Co-ordinate the installation of new computers, printers and networking equipment with the Learning Technology Officer and vendor
- Provide school based and diocesan delivered ICT focused professional development, familiarisation training and support for school staff
- Ensure that Occupational Health and Safety is practices are adhered to within the workplace
- School Support Officers will only access the server when instructed by an LTO or CEO ICT Service Desk
- School Support Officers will only have access to Staff Home Drives and Staff common folders if granted permission by the Principal

Selection Criteria

- A sound knowledge of ICT and its intergration into the classroom environment
- Methodical and disciplined approach to problem solving
- Good communication skills
- Ability to work as part of a team
- Strong client focus, genuine desire to assist, patient and tolerant
- Ability to be trained in the technical aspects of computers, new technology and specialist applications
- Current NSW driver's licence

Conditions of Service

Employment Type:	Full Time Temporary x 1 position Part Time Temporary x 3 positions
Hours of Work:	Position 1 - 35 hours per week Position 2 – 28 hours per week Position 3 – 14 hours per week Position 4 – 10 hours per week
Tenure:	2009 School Year
Location:	Positions 1 – 3 Port Macquarie Catholic Parish Schools and Position 4 - St Joseph's Primary School, Kempsey

Award: Award: School Support Staff – (Country and Regional Dioceses) (State) award

Remuneration
& Conditions:

Salary: Salary Level 4 - Averaging hourly rate \$22.99

Superannuation - Employer contribution of 9% sent to default fund Catholic Super & Retirement Fund.

Leave - Leave Loading: 17.5% Leave Loading paid on a Friday around 7th December to all staff - and pro rata if not worked a full year

Sick Leave: 15 days for a 38 hour week therefore pro rata for part-timers and to the proportion of the year worked.

Long Service Leave: Accrued at 1.3 weeks per full year and proportioned to the hours contracted to work.

School Lunch Break - not paid for but morning tea break of 10minutes is paid for.

Public Holidays - if they fall on a day rostered working day then not required to make up time.

Minimum Certificate Requirements

- Certificate II in Information Technology

Key Performance Indicators

- School Support Officers will undergo Key Performance Indicators (KPI) each six (6) months.