TATACHILLA LUTHERAN COLLEGE

JOB DESCRIPTION & PERSON SPECIFICATION

Level 1 ICT Support Technician

College Department:	Administration
Position Title:	Level 1 ICT Support Technician
Position Classification:	Grade 2, Year 1 (Lutheran Schools Officer)
Tenure:	Permanent, full-time 1.0FTE Commencing July 2025

JOB DESCRIPTION

1. Summary of the broad purpose of the job in relation to the College's goals.

The Level 1 ICT Support Technician is responsible to the Head of ICT for providing technical support to teachers, students, and administrative staff in person and via tickets.

The appointee will keep the ticketing system up to date with needs and progress at all times and align priorities in accordance with College SLAs to ensure needs are focussed toward, and minimise impact to, teaching and learning.

Strong emphasis on maintaining comprehensive documentation, records, and processes and abiding by change management and ticketing principles.

Working in a school environment the appointee will enjoy a blend of support work during the school term and a combination of proactive and project work during school holidays.

The Level 1 ICT Support Technician provides a seamless level of support to stakeholders including students and staff on all ICT systems across the College.

2. Reporting / Working Relationships

- Accountable to the Principal through the Business Director and Head of ICT
- Collaborate with other ICT Team members

3. Special Conditions

- The Level 1 ICT Support Technician is employed under the general conditions specified in the SA Lutheran Schools Enterprise Agreement under a Grade 2 Lutheran School Officer classification.
- Work hours are Monday to Friday, 7.5 hours per day between the hours of 8:00am and 5:00pm
- Four weeks annual leave in line with the NES to be taken during school term breaks. Leave will be co-ordinated with other team members to ensure seamless coverage of ICT Service.
- Six (6) month probationary period.

4. Extent of Authority

Follow instructions and decisions of the Head of ICT

5.	Statement of Key Outcomes & Associated Activities

The following responsibilities and accountabilities will be undertaken by the Level 1 ICT Support Technician:

- Triage and manage technical support to teachers, students, and administrative staff
- Troubleshoot and resolve a variety of IT issues including hardware, software, and network problems
- Troubleshoot and then escalate complex issues to the level 2 support staff and/or escalate with external vendors as required, while still maintaining ownership of said service requests and incidents
- Record, track, and update all work in ticketing system keep stakeholders updated at all stages through to resolution
- Align all work to College SLAs
- Work with a focus toward empowering, and minimising impact to, teaching and learning
- Ensure compliance with College and ICT policies and procedures
- Maintain comprehensive documentation, records, and processes
- Perform other tasks as the Head of ICT may assign from time to time

PERSON SPECIFICATION

1.	Educational / Vocational Qualifications

- Tertiary qualifications in a related field (preferred)
- ITIL Foundation (strongly encouraged)
- Working with Children Check (WWCC) and successful completion of TLC Applicant Declaration form.
- Responding to Risks of Harm, Abuse and Neglect (RRHAN-EC)
- First Aid Certificate

2.	Personal Skills, Abilities, & Aptitude

- Able to interpret and promote the culture of the College to the wider community.
- Excellent personal and organisation skills.
- Astute communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to work in a dynamic and changing environment with flexibility and a solutions-based attitude.
- Excellent attention to detail and demonstrated self-motivation in setting goals, prioritising work and managing multiple tasks.
- Personal commitment to continuous self-development and improvement.

3.	Experience & Knowledge

- Prior support experience an advantage
- Strong customer service ethic
- Strong organisational and time management skills
- Outstanding verbal and written communication skills
- Familiarity with Mac an advantage (80% of our use base), remainder Windows 20%
- Attention to detail
- Experience in an education environment is an advantage

4. Classification Level

The ICT Level 1 Support Technician is a Lutheran Schools Officer classification in line with the experience of the incumbent as per the terms of the 2024 SA Lutheran Schools Enterprise Agreement.

5. Performance Standards & Review

An annual Performance Review is undertaken with the Business Director to determine the capacity to meet the demands of the role, where additional skills training is required and what level of job satisfaction is being obtained.

6. Workplace Health & Safety

The objective of the Work Health and Safety Act 2012 is to prevent a person's death, injury or illness caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a workplace. To meet this objective, exposure to the risk of death, injury or illness must be prevented or minimised. To achieve this, the Act establishes a framework by imposing WHS obligations on certain persons who may affect the health and safety of others. Staff of Tatachilla Lutheran College are accountable for the day-to-day control of their respective operations. In addition to the mandatory duties imposed by the statutory requirements, staff have specific duties within the College's Work Health and Safety Management System as part of a broader Risk Management Framework. The Executive Team has the major responsibility for establishing safety policies and procedures however, these must reach staff on the job.

7. Equal Employment Opportunity

Equity principles underpin all College policies and procedures. The College is committed to Equal Employment Opportunity principles and values cultural diversity and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

APPLICATION PROCESS

Applicants with sufficient skills and experience are required to:

1. Write a cover letter of up to two pages, addressing suitability for the position;
2. Include a curriculum vitae; and
3. List three referees, one being a pastoral or character referee.

Applications that do not meet the above requirements will not be considered.

Applications should be addressed to the Business Director, Tatachilla Lutheran College and sent electronically to jobs@tatachilla.sa.edu.au.

Applications close on **5pm, Friday 11 July 2025.**