

A rare and exciting job opportunity with Australia's premier performance-centred school

The McDonald College is an independent, non-denominational, co-educational school located in North Strathfield. We teach the NESAC Academic Curriculum from K – 12.

Our Mission is to nurture individual journeys in an inclusive learning community that values intellectual inquiry and ethical decision-making.

We are unique in our offering of performing arts and elite sports. Disciplines include Acting, Classical Ballet, Dance, Music, Musical Theatre, Technical Production, Elite Tennis, and Rhythmic Gymnastics.

There's a real sense of community at The McDonald College. We are a small but dedicated team. You'll be working alongside staff who have been at the top of the game and are still active in their chosen fields. Students are at the heart of everything we do. And we share in their passion for performance – whether that's on-stage, on a court or in the classroom.

POSITION TITLE	IT Support Officer
EMPLOYMENT TYPE	Part time. (3 days per week) 12-month contract
THIS ROLE REPORTS TO	IT Manager

An exciting opportunity exists for a part-time **IT Support Officer** to join our vibrant school.

The IT Support Officer is integral to the success of The McDonald College's IT service operations. Working within a small team of front-end support professionals the role works within the IT Support team providing excellent 1st and 2nd level IT support to all staff, students, and other school community members.

This position is responsible for complete problem determination, incident recording, technical and problem resolution for all client IT services and products across all the schools' campuses. These services and products include client systems, Windows and MacOS desktops, laptops, tablet devices, client applications (software), cloud and online services, peripheral devices such as printers, audio visual equipment, networks, data services, and IP phones.

The position requires commitment to providing thorough helpful and timely IT support and assistance to all staff and students, with a primary focus of enabling teaching and learning using technology.

POSITION DESCRIPTION

KEY RESPONSIBILITIES

Assist in the day-to-day operations, including:

- Providing high quality face to face and remote IT technical assistance and support to The McDonald College staff, students and parents
- First support contact for issues relating to key platforms
- Monitoring system performance and troubleshooting issues
- Resolve issues for staff, parents, and students via phone, in person or electronically in a timely manner
- Liaising with suppliers for repairs and maintenance
- Actioning and coordination urgent and complicated issues
- Undertaking service desk projects such as desktop, laptop and peripheral hardware and software deployments
- Maintaining and delivering documentation relevant to Apple deployment, client systems, service desk processes and operations, including work instructions and procedures
- From time to time, changes may need to be made to the duties and responsibilities of this positions, due to changing needs of the school.

KEY CHALLENGES

- Strong organisational and time-management skills, with the demonstrated ability to prioritise tasks and projects, meet prescribed deadlines, and concurrently manage several competing work tasks
- A solution-oriented person, with the demonstrated ability and strong desire to identify and bring about significant and continuous improvement in processes and systems
- Managing a range of sensitivities, relationships and competing interests
- Sensitive handling of confidential matters
- Possessing strong customer service skills, you have a positive, friendly and helpful nature and are able to work both independently and as part of a team.

WORKPLACE HEALTH & SAFETY

- Take reasonable care of your own health and safety while at work and beyond
- Manage risk and compliance through Complispace by reporting all incidents or hazards that may cause injury or illness, and any damage or maintenance requirements affecting the safety of the workplace
- Comply with all College policies and standards and any reasonable instruction from your manager in relation to WHS
- Participate in Occupational Rehabilitation programs as necessary
- Support the Department's emotional and social wellbeing.

ESSENTIAL CRITERIA FOR ALL ROLES	<ul style="list-style-type: none"> ▪ A current Working With Children Check ▪ Evidence of a triple COVID-19 vaccination ▪ Completed Child Safe Applicant Declaration ▪ You must advise the Principal prior to employment of any matter that would affect your employment or the reputation of the College.
ESSENTIAL CRITERIA FOR THIS ROLE	<ul style="list-style-type: none"> ▪ Hold a degree in Computer Science, Information Systems, or equivalent training/experience is preferable ▪ Experience in providing general technical assistance to the user community for all client devices and applications including Apple and Microsoft client operating systems, productivity and creative client applications (including but not limited to MS Office 365, Adobe Creative Cloud Suite, GSuite, Canvas LMS) and other technology devices including all Audio-Visual Telephones, conferencing, and printing) ▪ Experience with Linux, Shell Scripting, and relational database management systems (eg MySQL, Oracle, DB2) ▪ Excellent communication and customer service skills are essential together with the will to collaborate and work effectively with teams associated with the College ▪ Resourcefulness and problem-solving aptitude ▪ A team player with the ability to work calmly when under pressure
KEY RELATIONSHIPS	<ul style="list-style-type: none"> ▪ IT Manager ▪ Business Manager ▪ Principal ▪ College Executive ▪ Staff, Students and Parents ▪ External suppliers
PLEASE INCLUDE WITH YOUR APPLICATION	<ul style="list-style-type: none"> ▪ Cover letter, addressing the selection criteria ▪ A full Curriculum Vitae ▪ Current Working with Children Check ▪ Triple COVID-19 vaccination certificate ▪ Completed Child Safe Applicant Declaration ▪ Contact details of two (2) professional referees, one of which must be from your latest employer.
PLEASE ADDRESS YOUR APPLICATION TO	The IT Manager, Mr Zheng Wang zheng.wang@mcdonald.nsw.edu.au
CLOSING DATE	4pm, Friday 13 May 2022