



Guilford Young College

Senior ICT Officer

Application Package for Applicants

Applications Close:
Wednesday 13 December 2023, 4pm

General Information

Catholic Education Tasmania (CET) is a community of thirty-eight schools and colleges serving over 16,000 students and their families across Tasmania supported by the Tasmanian Catholic Education Office (TCEO).

The Archdiocese of Hobart covers the State of Tasmania. The Archbishop of Hobart authorises the existence of all Catholic Education institutes in Tasmania.

Within the Archdiocese there are thirty-eight Catholic schools administered by the TCEO;

- ❑ 35 Archdiocesan Schools
- ❑ 3 Congregational Schools (Dominic College, St Virgil's College, St Francis Flexible Learning Centre)

The Archbishop delegates responsibility to other key bodies including the Catholic Education Commission Tasmania (CECT), the CET Executive Director, School Boards and other groups that support Catholic schools.

Employees are to be familiar with, have an understanding of and commitment to, the Archbishop's Charter for Catholic Schools.

The TCEO, established in 1959, is the central administrative and co-ordinating body for the multi-faceted and diverse mission of Catholic education in Tasmania. One of its prime functions, under the CET Executive Director, is to co-ordinate the provision of Catholic education at all levels and to communicate and negotiate with appropriate authorities on behalf of all Catholic schools in Tasmania.

Some key documents include:

- The Archbishop's Charter for Catholic Schools
- The Tasmania Catholic Education Single Enterprise Agreement 2018
- CECT Policies
- School Policies

For further information click the following links to access the CET and school website:

www.catholic.tas.edu.au
www.gyc.tas.edu.au

Application for Employment

Position – Leave replacement:		<i>Please select role/s</i>	
<input type="checkbox"/> Senior ICT Officer			
Family Name		Given Name(s)	
Postal Address			
Telephone:	Work <input type="checkbox"/>		Home <input type="checkbox"/>
	Mobile <input type="checkbox"/>		please tick preferred contact number
Email Address:			

Educational Qualification – Detail Highest Academic Qualification Awarded

Qualification			
Institution		Year Awarded	

Tasmanian Teacher Registration Number <i>(if applicable)</i>		
Catholic Education Accreditation Level Attained <i>(if applicable)</i>		
Working with Vulnerable People check		

Referees

Please provide the names of three referees who are able to comment on your recent work experience and skills.

Name		
Postal Address		
Phone Number		
Email Address		
Name		
Postal Address		
Phone Number		
Email Address		
Name		
Postal Address		
Phone Number		
Email Address		
Signature		date

ROLE DESCRIPTION



Guilford
Young
College

Role title:	Senior ICT Officer
Classification:	ICT, Level 3
Contract Type:	Full-time, Ongoing
Salary:	\$77,482 - \$85,420 plus Superannuation
School/College:	Guilford Young College
Is responsible to:	Manager of ICT
Key relationships:	ICT Trainees, Staff, Students

ROLE ACCOUNTABILITY

The Senior ICT Officer is accountable for providing customer-centric information technology support services across various domains to enhance student learning outcomes and broader school operations. This includes technical support for IT infrastructure, encompassing desktop PC equipment, related information technology peripherals, networking equipment, servers, and cloud services. Additionally, the responsibilities extend to offering technical support for business applications software and development projects. Client support is a key aspect, involving assistance in skill development and guiding clients to identify learning paths for enhancing their proficiency in using information technology toolsets, such as Microsoft software, line of business applications, and learning applications. The role also encompasses providing support, supervision, and training for other IT support staff, contributing to the overall effectiveness of the team.

In collaboration with the ICT Manager, the Senior ICT Officer will also actively participate in infrastructure-related tasks. This collaborative effort ensures a cohesive approach to the management and maintenance of ICT infrastructure, fostering a high-level technical environment that aligns with organisational goals. This involvement in infrastructure projects further enhances the role's contribution to the seamless operation and continuous improvement of the college's information technology landscape.

KEY RESULT AREAS:

ICT Support:

- Undertake advanced tasks related to business applications software, including support, development, and assistance with IT projects, ensuring efficient and timely completion.
- Act as the escalation point for the college's ICT trainees, providing desktop support and training services, promptly responding to, and resolving incidents and issues.
- Demonstrate highly-developed investigative, analytical, and problem-solving skills for resolving complex technical issues related to the management of ICT infrastructure.
- Provide comprehensive technical support for IT infrastructure, encompassing desktop PC equipment, information technology peripherals, networking equipment, servers, and cloud services.

ICT administration:

- Contribute to the development of documentation and implementation of standards and procedures to enhance client services.
- In conjunction with the ICT Manager, oversee the administration, customisation, upgrading, and reporting of the School's SQL databases, collaborating with external service providers when necessary.
- Work with the ICT Manager to plan, test, implement, and review program or infrastructure upgrades, keeping users informed of any service impact.
- Provide advice to college leadership, executive teams, and ICT Manager regarding significant program or infrastructure projects and support as well as external service providers.
- Apply extensive knowledge and experience in the secure administration of ICT infrastructure, including Microsoft operating systems, management systems, business applications, and database environments. Experience with Linux and Mac OS is also valued.
- Demonstrate contemporary knowledge and experience in Microsoft Endpoint Configuration Manager, Microsoft Intune, Microsoft 365, and associated Microsoft technologies such as Active Directory and Group Policy in a large networked environment.
- Successfully guide complex ICT-related projects, identifying opportunities for innovation, considering, and developing options, and recommending effective solutions aligned with business objectives and student outcomes.
- Proven knowledge and experience in the management, monitoring, and design of secure network infrastructure including local and wide area networks.

Team effectiveness and collaboration

- Build relationships across the school community to ensure effective communications and delivery of services.
- Support and assist staff and management teams to deliver effective outcomes.
- Work collaboratively with other members of the school community, including parents/guardians, caregivers and volunteers, to achieve effective outcomes.
- Develop positive relationships with colleagues and other members of the school community.
- Maintain a constructive and professional behaviour at all times.
- Maintain a positive attitude towards new and different ideas and approaches.
- Attend, as required, meetings, school events and activities.
- Respect and protect staff, student and family privacy and confidentiality.

Personal effectiveness

- Demonstrate professional integrity.
- Actively participate in goal-setting processes and respond to opportunities for growth to improve knowledge and practice.
- Overcome obstacles and recover and learn from setbacks through self-development.
- Actively participate in staff learning programs and attend appropriate professional learning (PL) opportunities when required.
- Seek and apply constructive feedback from line manager/s to improve knowledge and practice.

Resources and organisation

- Plan and organise workflow to accomplish established objectives.
- Utilise software packages, including word processing, maintain email and electronic records, spreadsheets, databases, desktop publishing, accounting and/or web or other specialised software.
- Use relevant office equipment including photocopiers, shredders, printers, as required.
- Use school property, resources and technology in a proper and safe manner in accordance with appropriate standards, policies and procedures.
- Consider the environment and minimise waste.

Safety and compliance

- Exercise responsibility required in accordance with Work, Health and Safety legislation, including:
 - take reasonable care of your own health and safety and that of other people who may be affected by your acts or omissions at the workplace; and
 - contribute to safe systems of work.
 - promote a culture of safety in the workplace.
- Create a safe and welcoming learning environment for children and young people congruent with legislative and organisational Child Safe requirements.
- Undertake relevant Catholic Education Accreditation requirements associated with the role.
- Adhere to the requirements of the role in accordance with the professional standards expected of Catholic Education Tasmania and all organisational policies, procedures, codes, guidelines and applicable laws.

EVIDENTIARY REQUIREMENTS

Essential:

- Proficiency using information communications technology technologies, particularly in a Microsoft environment.

Desirable:

- Certificate IV in Information Technology or equivalent
- Experience in Fortigate firewall systems, Dell, and Aruba network switches
- Current Tasmanian driver's license
- Demonstrated knowledge of database practices including SQL query and Crystal Report writing
- Knowledge of ICT services in an education context

ENVIRONMENTAL CONDITIONS AND PHYSICAL DEMANDS

The Daily Organisation Administrator role is located in a busy, open area office and is subject to constant interruptions and frequent communications with others whilst undertaking tasks that require attention to detail and high levels of accuracy.

The Daily Organisation Administrator uses a variety of information and communication technology, office equipment and resources. Some intrastate travel may be required. The role will involve frequent sitting and standing and require fine motor and control skills, auditory and visual functions. Some lifting of supplies and materials may be required from time to time.

Final Check List for Applications

Before sending in your application, use this checklist to make sure you have not missed out any important details. Please ensure that you submit:

- Signed and dated Application for Employment Form
- A cover letter of introduction stating the reasons you are seeking the position
- A current copy of your Curriculum Vitae, which should include a brief employment history stating where you have worked, the length of service and brief description of the position(s) held and duties undertaken
- Succinctly addressed the Personal Capabilities in the Role Description
Hint: describe how your Personal Capabilities, knowledge and experience demonstrate your ability to undertake the role
- Included any other relevant information you wish to submit

Applications are to be addressed to Ms Jo Legosz, Principal, Guilford Young College and forwarded electronically by 4.00pm, Wednesday 13 December 2023 to employment@gyc.tas.edu.au

Upon receipt of an application, you will receive a confirmation of receipt via email within two business days.