

# POSITION DESCRIPTION

Technology Services Support Officer



**MATTHEW  
FLINDERS**  
Anglican College



## JOB CLASSIFICATION

<b>Position title:</b>	Technology Services Support Officer
<b>Reports to:</b>	Technology Services and Innovation Manager
<b>Employment type and tenure:</b>	Permanent, Full-time Contract (1.0FTE)
<b>Department / School:</b>	Technology Services
<b>Location:</b>	Stringybark Road, Buderim, Queensland
<b>Industrial instrument:</b>	The Queensland Anglican Schools Enterprise Agreement 2021
<b>Position classification:</b>	School Officer (Technology and Communications Stream) Level 2
<b>Remuneration range:</b>	\$58,261 - \$66,697 + Superannuation
<b>Last updated:</b>	May 2023

## ORGANISATIONAL CONTENT

Matthew Flinders Anglican College is a co-educational College that cares for more than 1380 students in P-12 and 140 Early Learning Centre children. The College was established in 1990 and is located on the Sunshine Coast in Buderim. The College has extensive facilities, comprehensive sporting and co-curricular programs and is committed to using technology to enhance educational opportunities.

### Our Mission

Through transformational learning experiences, we inspire our students to achieve academic excellence, develop a profound sense of humanity and be motivated to create positive change in the world around them.

### Our Vision

To Educate for Excellence in Learning and Life.

### Our Values

**Compassion** | We are aware of suffering and are motivated to treat others with kindness, care and understanding.

**Courage** | We act bravely to overcome our fears, accept challenges and learn from our mistakes.

**Integrity** | We act with honesty, moral strength and grace, guided by humility and compassion.

**Respect** | We have a high regard for self and others, and for the wider community, and treat each other accordingly.

# ABOUT THE POSITION

## Position summary

The Technology Services Support Officer reports to the Technology Services and Innovation Manager and supports the day-to-day operations of the Technical Services Team.

The Technology Services Support Officer provides the second level of technical support to assess and deal with IT issues and is required to liaise across the College, with students and staff within established practices and procedures.

The Technology Services Support Officer position is a very visible role requiring the Officer to move between departments across the campus.

Key objectives of this position are:

- To provide practical technological assistance, support and solutions for staff, students, and the wider community.
- To provide additional resourcing and support for the Technology Service Desk as required.
- To assist the Technical Services team to implement and maintain the College's technological and communication equipment.
- To provide high-level service to staff and students in relation to computer equipment, its operation and repair via the service desk and in person.
- To contribute to the delivery of approved solutions to the agreed scope, on time, on budget, and to the level of quality necessary.
- To develop effective working relationships with key stakeholders across the College by working collaboratively with others, effecting change and progress using a consultative approach.
- To provide in-person support as a bookable resource to teachers and administrative staff using any form of technology within the business or classroom.

## Primary relationships

- Report directly to the Technology Services and Innovation Manager
- Provide support and guidance to staff, students, and stakeholders of the College
- Work as part of the Technology Services team within the Business and Operations unit

## Main responsibilities

- Performs Tier 1 and Tier 2 fault finding and troubleshooting of IT hardware, software and audio-visual systems.
- Perform basic maintenance on various IT hardware and peripherals.
- Provide users with Windows, macOS, iOS, iPadOS and data management assistance.
- Assist in the maintenance of the technical library and resources
- Maintain documentation on hardware and software configurations
- Configure and deploy printers and other peripherals.
- Assist with planning, development, deployment and management of the College's 1:1 Apple device programme.
- Assist Tier 3 as required to support and maintain JAMF MDM software.
- Communicate as necessary with upstream support services across software and hardware suites.
- Perform basic functions within the virtual server environment.
- Develop and deliver end user training sessions and provide support in classrooms for teaching staff as a bookable support engineer.

- Provide high level advice and resolution to incidents and problems raised by staff and students on core systems, in line with current service agreements.
- Zendesk Service desk system, following ITSM/ITIL processes (Request, Incident, Change, Problem, Release).
- Maintain consistent and relevant professional development.

## ABOUT YOU

### Person specification

#### Essential qualifications

- Positive Working with Children Check (QLD Blue Card)
- Clearance from a National Police Check
- Certificate or Diploma level qualification in Information Technology or similar.
- Current Qld driver's licence

#### Knowledge, experience and attributes

- Knowledge of MDM Solution such as JAMF or SCCM/Intune.
- A general understanding of IP networking and switching technology including VLAN.
- Troubleshooting skills and solid knowledge of Apple and Microsoft architectures.
- Demonstrated ability to effectively liaise with students, staff, parents, visitors and other members of the public and deal with matters that require confidentiality and security whilst maintaining and inspiring confidence and reassurance to end users.
- A clear ability to meet deadlines and attend to a variety of tasks at one time, including assessing and prioritising support jobs.
- Ability to understand the role of technology in delivering teaching and learning objectives and the contemporary use of technology in Education.

## STATEMENT OF COMMITMENT

### Safeguarding our Students

Matthew Flinders Anglican College supports the rights of children and young people and is committed to ensure the safety, welfare and wellbeing of Students. Matthew Flinders Anglican College is therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees.

To ensure the safeguarding of our students, all employees must have a current Employee Working with Children Check (Qld Blue Card or Qld Teacher Registration) before commencing work. In addition, included throughout the recruitment process are checks of suitability for employment with children.

### Workplace Health and Safety

Matthew Flinders Anglican College is committed to ensuring the physical and psychological health, safety and wellbeing of our people. Employees (including contractors and volunteers) must comply with all legislative requirements in respect to Workplace Health and Safety and follow all policies, procedures and codes to ensure a safe and accident-free workplace is maintained.

## Equal Employment Opportunity

Matthew Flinders Anglican College is an equal opportunity employer. We recognise that teams who reflect a diversity of lived experience, identity, perspective, and background help us to create a healthy and inclusive working culture where our staff, students and community can thrive.

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*A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered to meet the changing operational needs of the College.*





**Matthew Flinders Anglican College**

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**[www.mfac.edu.au](http://www.mfac.edu.au)**

*"Surrounded by our past, united by our future." Artwork by David Williams of Gillingimbaa.*