

ICT Support Officer & Technology Integrator

Location: Claremont College - 30 Coogee Bay Rd, Randwick NSW 2031

The Anglican Schools Corporation caters for the academic, spiritual, and pastoral needs of over 16,000 students in NSW, ranging in age from four to eighteen years. Currently operating 18 independent schools, the Corporation provides high-quality education delivered in a nurturing, caring, Christian environment.

We are seeking an ICT Support Officer and Technology Integrator to join our Information & Communication Technology team. The successful candidate will use their exceptional customer service and technical skills to provide the highest level of support to staff. In addition, a passion for the use of technology in Education will see them working with teachers and students (K-6) daily, innovating and assisting all staff to successfully integrate current and emerging Apple and other advanced technologies into the everyday teaching and learning environment to deliver outstanding learning opportunities for our students.

The successful candidate will support computer hardware & software systems including but not limited to laptops, desktops, tablets, telephones, printers, and classroom audio-visual. They will also be responsible for maintaining systems documentation including assets and knowledge base articles and assisting with project-based installations and configurations. The incumbent will also be working closely with teachers to research and investigate innovative approaches to integrating ICT into the everyday learning environment to support improving academic outcomes. They will also assist students in their personal use of technology (mostly but not limited to iPads) to enhance their engagement and learning with technology.

You will be supported by an experienced ICT Team and will have an opportunity to develop your skills in this industry.

Applicants should possess:

- A minimum of 2 years of technical helpdesk support experience
- Demonstrated passion for the use of technology in teaching and learning
- Extensive experience in the Apple Mac OS / IOS / Google Workspace ecosystem
- Clear and exceptional verbal and written communication skills
- Ability to work independently and in a team
- Ability to communicate with people at all levels in both technical and non-technical environments
- Ideally, experience working in a school environment with teachers and students

Responsibilities include:

- Provide technical assistance and support for queries and issues related to computer systems, software, and hardware
- Receive, log, and manage requests for support via the IT helpdesk software
- Install and commission desktop/laptop systems and perform routine upgrades
- Maintain relevant systems and procedural documentation
- Monitor the implementation of new systems and ensure all are running satisfactorily
- Proactively seek to assist teachers in the integration of technology into the curriculum
- Assist from time to time at some college events (scheduled with advance notice) outside of regular business hours
- Maximise the college's technology investment by training both teachers and students on the use of devices and applications
- Communicate regularly with the ICT team

Applications:

Applications addressing the above criteria are invited from committed Christians who should email a covering letter and CV, which will include the names and contact details of two professional referees and current church Minister.

General enquiries can be emailed to recruitment@tasc.nsw.edu.au

To discuss the role in more detail, Mr Matthew Gebran, ICT Infrastructure Manager, can be contacted at (02) 8567 4000.