



ICT SUPPORT OFFICER

EMPLOYMENT APPLICATION GUIDELINES



INSPIRE | FLOURISH | CARE



Join our team

The team at Navigator College are committed to developing rigorous and innovative learning environments where learning comes to life.

We are relentless in the pursuit of the best outcomes for our learners, and refuse to settle for the status quo. This commitment requires passionate educators, administrators and support staff, willing to use their high quality skills and expertise collaboratively so that collectively this preferred future is realised for every Navigator College student. We take immense joy in what is achieved through our collective efforts.

One of the trademarks of our team is the exceptional professional relationships that our team is able to forge as we partner with students and families.

These healthy relationships are founded in mutual respect, and form the basis through which our students experience the lived reality that is INSPIRE. FLOURISH. CARE.

Navigator College seeks to attract passionate and innovative staff to partner with our team, our students and our families in shaping the future of education in Port Lincoln.



Stephen Jude
PRINCIPAL

"For I know the plans I have for you" declares the Lord, "Plans to prosper you and not to harm you, plans to give you hope and a future." (JEREMIAH 29:11)

Life Long Learners



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Navigator College is a community that values learning as a lifelong pursuit which equips us to serve others.

Navigator College is a Lutheran School from Early Learning through to Year 12. Located in Port Lincoln, the College caters for families across the Eyre Peninsula with boarding options.

Authorised to offer the International Baccalaureate Programme in the Junior and Middle School, and SACE is offered in the Senior School. Students develop a global perspective and embrace learning as a way of life.

With a strong vision for the future, we are a community where individuals are inspired as learners, flourish as people and care for the world around them.

Staff at Navigator College are passionate and support students through their learning journey so that they can prepare for a world of possibility within their chosen pathway. We are intentionally planning for future learners with contemporary and flexible learning spaces.

Navigator College warmly welcomes families into a generous and supportive community, where every child feels secure, confident, connected and empowered.

With a strong vision for the future.



Mission and Value STATEMENT

Striving to be a Christian community where individuals are inspired as learners, flourish as people and care for the world around them.

Navigator College therefore aims to be a place where young people:

- Feel a sense of belonging to an inclusive and compassionate Christian community.
- Develop a love of learning and are encouraged to find and follow their passions. are immersed in a culture of innovation.
- Are encouraged to examine and express their spirituality in a safe, caring environment.
- Develop an awareness of and take active responsibility for the world around them.
- Are encouraged to develop a heart for others.
- Are taught to value and preserve our diverse heritage.

IB World School

PRIMARY YEARS PROGRAMME (ELC - YEAR 5)
MIDDLE YEARS PROGRAMME (YEAR 6 - 9)



BEING AN IB SCHOOL

We hope our students will uphold the IB mission to help build a better world through 'intercultural understanding and respect'. Navigator College has chosen to go through the rigorous process of authorisation and ongoing evaluation to be an International Baccalaureate World School because it:

- encourages students to think critically and develop as open-minded thinkers.
- encourages students to consider their local, national and international environment when learning about concepts and issues.

The IB framework enables us to teach the Australian National Curriculum with a focus on being internationally minded and thinking beyond our immediate environment. Aligned with international standards, the IB Programme is taught in more than 109 countries around the world which means despite our remote Port Lincoln location we are connected locally, nationally and globally to learning and action.

STUDENTS THINK ABOUT HOW THEY LEARN BEST

Through IB Programmes, IB students 'learn how to learn' by developing a range of 'Approaches to Learning' skills. They are encouraged to develop skills in organisation and self-management and take responsibility for their own educational progress.



POSITION OVERVIEW

DEPARTMENT: ADMINISTRATION
POSITION: ICT SUPPORT OFFICER
POSITION CLASSIFICATION: LUTHERAN SCHOOLS OFFICER GD 2
COMMENCE: 2022
TENURE: PERMANENT - FULLTIME

POSITION SUMMARY

The role of ICT Support Officer contributes to the mission and goals of Navigator College by providing high quality service to staff, students and visitors of the College.

The ICT Support Officer is responsible for providing first level support for students, teachers and staff. This role will assist and support the ICT Manager in the maintenance, development and deployment of the College's ICT infrastructure. They will ensure that students and staff have continual access to the technology resources with minimal downtime. It is imperative that response times are swift and that the delivery of the curriculum is, wherever possible, not negatively impacted by maintenance issues.

The ICT Support Officer will demonstrate a range of well-developed skills and have the technical knowledge or experience to perform a wide variety of duties usually without technical instruction.

The ICT Support Officer may be exposed to information that can be personal, confidential and or sensitive in nature and they will be required to maintain the highest character and exemplify the ethos of Lutheran Education.

KEY SELECTION CRITERIA



The role of the ICT Support Officer encompasses activities within the following Key performance Indicator Areas (KPIs):

- Technical
- Administration
- Other Duties

Technical Support (Support to College)

- Provide high level Helpdesk support,
- Assist in providing College staff with support for network, hardware and software problems in and outside of the classroom.
- Observe Work, Health and Safety principles and practices.
- Assist in the servicing and repairs of audio-visual and other specialised equipment.
- Communicate clearly and in a timely fashion to appropriate staff on the progress of tasks and the resolution of problems.
- Ensure that ICT equipment is maintained in a safe working condition.
- Provide advice and support to teachers in the set-up and use of technologies for learning.
- Conduct support and repairs in a timely manner.

Administration

- Assist in ensuring that all digital technologies available in the classroom are working effectively for teachers and students.
- Assist in asset inventory and control.
- Assist in the coordination of the loan of devices.
- Monitor printers functionality and toners replacement
- Liaise with vendors and suppliers to log warranty repairs and ensure they are conducted in a timely manner.
- Maintain the ICT office organised and secure.
- Provide end user services. E.g., accounts, password resets,

Other Duties

- Assist in the set-up, maintenance and support of the College's phone, messaging and email systems.
- Produce documentation to support staff and students in the use of digital technologies.
- Undertaking projects and activities as required by the ICT Manager.

PERSON SPECIFICATIONS

EDUCATION AND VOCATIONAL QUALIFICATIONS

- Relevant, post-secondary school qualifications (equivalent to trade qualifications) or significant industry experience.
- Current Driver's license.

PERSONAL SKILLS

- Proven communication skills, with the ability to communicate effectively at all levels.
- Some initiative and judgment is demonstrated with a pro-active approach to problem solving.
- Demonstrated physical and logic skills in fault finding and technical repair of a variety of electronic equipment.
- Organisational and time management skills including the ability to cope with high volumes of work and changing priorities.
- Possess an ability to work well under pressure and non-supervised.

PERSONAL ABILITIES

- Participate as an active member of a team, consistent with the philosophy and policies of the College.
- Prioritise workloads and meet required deadlines.
- Be an autonomous worker whilst also having the ability to comprehend instructions, take direction and respond appropriately
- Take responsibility for determining methods and procedures required to achieve specified outcomes

PERSONAL APTITUDE

- Clearly demonstrate a personal commitment to the College Vision, Mission and Values underpinning the delivery of a Christian based education to students in the College Community.
- Demonstrate Christian integrity in all things.
- Be proactive and prepared to undertake innovative process.
- Have a willingness to learn, undertake mentoring and follow instruction effectively.
- Demonstrate an aptitude for imparting knowledge to others.

EXPERIENCE

- Experience in an ICT Support role, preferably in a school or education environment.
- Working successfully and collaboratively with other team members.
- Experience with Microsoft products. i.e., Microsoft Windows and MS Office suite.
- Experience with Apple IOS.
- Ability to understand, troubleshoot and resolve hardware/software issues.

KNOWLEDGE

- Demonstrated experience and ability to establish effective working relationships as part of a team
- Knowledge of and experience using information technology relevant to the role
- Passionate about working with, and supporting young people on their educational journey, particularly in relation to technology
- Experience with Apple Devices. i.e., IOS, tvOS.
- Knowledge and/or experience using A/V systems
- Understanding of databases.
- Understanding of Linux and Windows Server environment. i.e., Active Directory
- Understanding of Cloud Services. i.e., O365, Microsoft Azure, JAMF, Google Drive
- An understanding of school (or similar) administrative software and its applications
- An understanding of what high level customer service represents.

EXTENT OF AUTHORITY

- The ICT Support Officer takes work direction from the ICT Manager. In addition, the Business Manager will provide work direction from time to time.
- Manage assigned work to achieve all goals.
- Some discretion is required within specified guidelines.
- Consult with ICT Manager, the Business Manager and Principal on any matters not covered by policies and guidelines and seek information and advice as necessary.

PERFORMANCE STANDARD AND REVIEW

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

How to Apply

1

**COVER
LETTER**

APPLICATIONS CLOSE: 12 January 2022

POSITION COMMENCE: 1 February 2022

Applications should address the Key Selection Criteria, Personal Specifications and include a Resume with three referees (two professional and one pastoral) with a cover letter.



2

**RESPOND
TO THE
SELECTION
CRITERA**



3

**RESUME &
REFERENCES**



Applications to

ELECTRONIC APPLICATION ADDRESSED TO:

CONFIDENTIAL
Mr R Almeida
ICT Manager
Email > ictjobs@navigator.sa.edu.au

The electronic Application should be emailed to: ictjobs@navigator.sa.edu.au with the subject line reading;

CONFIDENTIAL – APPLICATION FOR ICT SUPPORT OFFICER

Any enquiries regarding the positions should be directed to:
ictjobs@navigator.sa.edu.au





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COLLEGE**

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