JOB DESCRIPTION & PERSON SPECIFICATION

College Department	ICT
Position:	ICT Trainee
Tenure:	12-month period
Commencement:	As per Employment Agreement

COLLEGE PURPOSE

We are a welcoming, caring, Christ-centred learning community where students grow, flourish and are inspired to make a difference.

COMMITMENT TO CHILD SAFETY AND WELLBEING

St Martins Lutheran College has a zero-tolerance approach regarding harm to children and young people and are committed to acting in students' best interests and keeping them safe from harm.

Each member of the College has a responsibility to understand the important and specific role that they play individually, and collectively, to ensure that the wellbeing and safety of all students is at the forefront of all that they do, and every decision that they make.

JOB DESCRIPTION

1. **Summary of the broad purpose of the job in relation to the College's goals.**

   (Expected outcome and how it is achieved.)

The ICT Trainee is required to deliver friendly, efficient customer service to our College community. The ICT Trainee is responsible for providing support services to staff, parents and students of the College. The ICT Trainee is required to demonstrate initiative and work as an enthusiastic flexible team member in accordance with the College's IT routines and procedures.

2. **Reporting / Working Relationships**

   (To whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the College.)

The ICT Trainee reports to the ICT Manager and works closely with the ICT Support Officer. The role requires daily contact with students and staff.

All staff are ultimately responsible to the Principal.

3. **Special Requirements**

The role requires the trainee to complete a Certificate III in a related discipline. Time will be provided during work hours to complete study however, there is an expectation that study will also be completed during non-work hours.

A probation period of three months will apply.

4. **Extent of Authority**

The ICT Trainee will abide by College policy and procedures and perform all duties as requested by the Senior Leadership Team.

JOB DESCRIPTION

5. **Statement of Key Outcomes & Associated Activities**

(Grouped into the Key Result Areas (KRAs), and as major areas of responsibility and activity.)

The role of the ICT Trainee encompasses activities within the following Key Result Areas (KRAs):

ICT

General

The responsibilities of the ICT Trainee in each KRA include:

ICT Support Services

- Supporting staff, students and parents by answering first level ICT helpdesk requests
- Keep ICT equipment and areas tidy and in working order
- Installation/removal of equipment on a permanent or temporary basis
- Create and maintain documentation and instructions
- Manage user accounts and passwords across various systems
- Use helpdesk software to manage jobs
- Liaise with vendors to escalate issues and maintenance

Statement of Flexibility

This job description outlines the primary duties and responsibilities of the role. However, as the needs of the College evolve, the incumbent may be required to undertake additional tasks within their capability and expertise. Flexibility and adaptability are essential in responding to changing priorities, and the role may include duties as reasonably directed, commensurate with the incumbent's grade and experience, to support the College's objectives.

PERSON SPECIFICATION

1.   Educational / Vocational Qualifications

- Completion of Year 12
- South Australian Working with Children Check for paid employment
- Approved Mandatory Notification training (this can be organised by the College)
- Valuing safe communities (this will be organised by the College)

2.   Personal Skills, Abilities & Aptitude

The skills, abilities and aptitude of the ICT Trainee must reflect the professional management of all aspects of student support and care including the handling of sensitive files and data. These encompass the following:

Skills

- Well-developed ICT skills
- Organisational and time management skills including the ability to cope with high volumes of work, changing priorities, working under pressure and meeting critical deadlines
- Well developed communication skills (phone, email, verbal, written correspondence)
- Interpersonal skills that portray a welcoming atmosphere, friendly disposition and helpful nature

Ability to

- Work cohesively in a team environment as well as working autonomously where required.
- Take an objective approach to challenges and effectively use initiative
- Troubleshoot and resolve ICT issues
- Provide positive, enthusiastic support to staff, students, parents and members of organisations associated with the College
- Handle sensitive information with discretion, ensuring strict confidentiality in accordance with College policies and data protection regulations

Aptitude

- Be supportive of the Christian ethos of the College and a commitment to the College Purpose, Vision, Mission and Values

PERSON SPECIFICATION

3.	Experience

- Experience in ICT (desirable)
- Experience in working with young people (desirable)

4.	Knowledge

- Basic understanding of Microsoft, Google, Android and Apple technologies
- Have an understanding of Work Health and Safety, particularly related to ICT
- Knowledge of Chromebooks (desirable)

5.	Classification Level

The classification level is provided under the conditions of the Educational Services (Schools) General Staff Award and the Australian Apprenticeships Incentives Program.

6.	Work Health and Safety

All staff are expected to comply with the College's Work Health and Safety (WHS) Policy by taking reasonable care for their own health and safety and that of others. This includes maintaining a safe and hazard-free work environment, using equipment correctly, reporting safety incidents, and actively supporting a culture of safety in the workplace.

7.	Performance Standards & Review

A Trainee Performance Review may be undertaken with the ICT Manager to determine the capacity to meet the demands of the role.

APPROVAL

Job Description & Person Specification Approved

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Principal (Print Name)   (Signature)

Date:

Acknowledged by Person Selected

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(Print Name)   (Signature)

Date: