



POSITION	<b>e-Resources Technician</b>
CLASSIFICATION	<b>ES 1 - 2</b>
TIME FRACTION:	<b>0.8 EFT</b>
COMMENCEMENT DATE:	<b>13 April 2015</b>
CONTRACT CONCLUDES:	<b>18 December 2015</b>

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### **1. Nature of Role**

Eltham High School required the services of an enthusiastic, highly motivated person to be part of the ICT/eLearning/Resource team. The successful applicant will provide customer service to staff, students and parents to manage ICT issues through troubleshooting issues with ICT hardware and software. Applicants are required to address the selection criteria contained in this position statement.

### **2. Accountability**

The occupant reports directly to ICT eLearning Leader and does not carry responsibility for the work of others. General administrative responsibility rests with the Business Manager.

### **3. Role and Responsibilities**

This role focuses on providing face-to-face support in and out of the classroom to ensure the efficient and reliable use of ICT resources across the school.

- Provide customer service to staff, parents and students to manage ICT issues through a dedicated phone line.
- Provide troubleshooting, solutions and support to staff on ICT hardware and software issues.
- Manage the Student Laptop help desk.
- Find and source required applications, websites and audio/visual materials (i.e. digital TV and clips, ie. Clickview).
- Train and co-ordinate student helpers to operate the audio/visual equipment in performance spaces.
- Provide in class physical and phone support for ICT equipment and software including,
  - Demonstration of programs
  - Troubleshooting
- Log calls with parents and students to maintain a record of contact.
- Maintain the IT log of services, communication and devices.
- ICT diagnose and triage student and staff devices.
- Escalate the repair of student and staff laptops to the IT Department.
- Log insurance claims for standalone and (non-BYOD) machines as required.
- Manage the buffer stock of laptops.
- Be able to operate the audio/visual equipment for the performance spaces in the school.
- Maintain a stock of consumables for school ICT equipment and replace as required including,

- Printer toner
- Lamps
- VGA cables etc.
- Support and maintain standardised file management and organisation of school shared resources; assisting KLAs with data management.
- Report common ICT issues and requirements to the ICT Leader in regular meetings.

#### **4. Key Selection Criteria**

1. Well-developed interpersonal and communication skills
2. Ability to work closely with staff, students and parents
3. Ability to work both individually and in a team environment
4. Demonstrated ability to apply and expand ICT skills on both software and hardware
5. Highly developed problem solving skills

#### **5. Who May Apply**

Individuals with the aptitude, experience and/or qualification to fulfil the specific requirements of the position may apply.

#### **6. Essential Requirements**

The employee must hold a current Working with Children check.

#### **7. Application and Closing Date:**

Three copies of your application should be delivered to the Principal  
By 4:00pm on **Tuesday 10<sup>th</sup> March 2015**.

#### **Appointment**

Merit and Protection processes apply.

The successful applicant will be appointed from the date specified.