POSITION DESCRIPTION

Role	Information and Learning Technology Technician
Team	Information and Learning Technology
Reports to	Director of of Information and Learning Technology
Key Relationships	Director of ILT, Students, Staff, Parents, Suppliers and Contractors

The Role

TThis position is responsible for the operation of the ILT Help Desk and provides digital solutions and support to the student, teaching and administration staff at St Hilda's.

Willing to embrace challenges and provide creative solutions, this position is granted the opportunity to innovate and lead in the education sector. With strong interpersonal skills, it is important that this individual has the confidence to work with students and staff and has the desire to learn and grow their own skill set.

Training will be provided, and acquisition of Microsoft certifications will be fully supported for this exciting and key role in the St Hilda's community.

Essential Criteria

- Excellent experience concerning ICT hardware support and trouble shooting.
- Familiarity with common educational databases and software.
- A positive and professional outlook, and able to work both independently and as part of a team.
- The ability to engage with and foster positive relationship with students and staff.
- Outstanding interpersonal skills.

Key Responsibilities

- Support the St Hilda's community regarding IT enquiries in a welcoming and friendly manner. Assisting the ILT team by managing enquiries and escalating tickets as necessary.
- IT support for students and staff concerning Microsoft technologies. Technology troubleshooting and problem-solving for Surface laptops, Microsoft 365, Seqta and classroom AV.
- Work with the ILT team to manage helpdesk, assist with database management, and coordinate device deployment
- Promote and maintain staff digital literacy and provide education and guidance on the optimal usage of both hardware and software resources.
- Data analysis, reporting and insights.
- Reviewing departmental processes and documentation to support ILT operations.
- Keeps across both campuses (Junior and Senior school) to ensure that ICT support is of a consistent and high standard.
- Maintain ticket enquiry system.

Operational Responsibilities

- Supports the loan Surface fleet and repair process.
- Troubleshoots technical issues and provide solutions to students and staff.
- Promotes uptake and best practice concerning OneDrive, Teams and SharePoint.
- Evaluates and maintains digital learning and teaching resources.
- Models and promotes management of personal data and digital identity and protects student data privacy.

The Principal reserves the right to vary your duties at any time. Such variation of your duties does not constitute a breach of contract nor termination of your employment. As part of the School's recruitment process, the School will contact your referees and/or your previous and current employers to ask specific questions regarding Child Safety. We also reserve the right to conduct social media checks as part of this process.