



IVANHOE GRAMMAR SCHOOL

POSITION DESCRIPTION

IT SERVICES

Position: IT Services Helpdesk Technician (Trainee)

Responsible to: Business Manager

Reports to: Director of ICT

The Role: The position of IT Services Helpdesk Technician is a key role in IT Services required to help maintain the IT systems of the School, particularly laptop computers in the School's Notebook Program. This includes receiving, prioritizing, documenting, and actively resolving end user help requests.

Relationships: This position, while reporting to the Director of ICT, is expected liaise directly with the IT Technicians on day-to-day jobs and to maintain a close liaison with other staff members in IT Services on both campuses.

Objectives:

1. To help the Information Technology Services Department contribute to the efficient and effective operations of the School.
2. To ensure a high level of end-user support to teaching staff, administration staff and students of the School through the effective delivery of ICT support service.
3. To maintain and enhance the School's Notebook Program.

Functions and Responsibilities

Support:

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue using HelpMaster.
- Build rapport and elicit problem details from helpdesk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Identify and learn appropriate software and hardware used and supported by the organization.

- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and frequently asked questions lists for end users.
- Maintain appropriate records and databases, such as Synergetic and ICT asset registers.

Liaison:

- Liaise with IT Services colleagues regarding implementation of projects, purchasing and servicing of equipment.
- Liaise with departments and management regarding facilities and developments.
- Liaise with external contractors associated with School computer systems.

Other:

Carry out other tasks as directed from time to time by the Director of ICT.

Skills and Attributes

Key Skills:

- A keen interest in ICT and a desire to learn more.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.

Personal Qualities:

- Be able to work on your own initiative.
- Demonstrate practical knowledge and problem-solving strategies.
- Have high quality inter-personal skills.
- Have sensitivity to the different levels of expertise in the School.
- Willingness to learn and adapt to developments in technology.

Location:

Based primarily at the Ivanhoe Campus, however, on some occasions travel to the Plenty Campus and St Stephens Campus may be necessary.

Hours:

Monday – Friday, 8:00 am – 4:30 pm
38 hours per week
Time allowed for college training/study as part of traineeship

Please submit your resume to hrmanager@ivanhoe.com.au no later than Friday 23 July 2010.