

INFORMATION TECHNOLOGY OFFICER

PRIMARY OBJECTIVE

To assist in providing technical expertise and skills in the implementation, maintenance and support of the Townsville Grammar School Wide Area Network (WAN) and Local Area Network (LAN) in respect to desktop technologies (PC workstations, printers, other peripheral devices), wireless laptops (Windows) and user administration.

REPORTING RELATIONSHIPS

The position liaises with the Computer Systems Administrators and reports to the Information Technology Service Manager.

SPECIFIC ACCOUNTABILITIES

1. Support the efficient operation of desktop and laptop hardware and other peripherals.
2. Provide timely changes of printer cartridges.
3. Maintain printer cartridge stocks.
4. Report on printer cartridge usage and identify potential efficiencies.
5. Assist in creating new user network and email accounts and supporting current users in network related issues.
6. Provide 'first-call' troubleshooting of user problems.
7. Assist with the installation and support of workstation (Microsoft Windows) and laptop (Microsoft Windows) software.
8. Assist in ensuring software licence details are documented.
9. Assist in ensuring paperwork and inventory details of all new hardware are correctly completed and maintained through the lifecycle of equipment.
10. Provide comprehensive documentation of I.T. systems and any changes made to the system and procedures. Contribute to shared team documentation and processes.
11. Assist in the de-commissioning of computer equipment at the end of lease. Track and identify equipment throughout the de-commissioning process and ensure appropriate data sanitisation and preparation of new equipment.
12. Assist in arranging delivery and collection of equipment sent out for repair and maintain associated documentation of repairs.
13. Assist in maintaining for use and set up laptops for class use and store in a secure location when not in use.
14. Assist in managing I.T. equipment loan pool, batteries etc.
15. Assist in managing audio visual services when required e.g. classroom sound and data projection, Clickview library.
16. Prepare regularly scheduled reports on current projects and provide minutes of all meetings, workshops and conferences, including with outside suppliers.
17. Development and installation of scripts and deployment packages through appropriate tools.
18. Produce live streaming of selected school functions and events.