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| cid:image001.png@01CFE92D.8C5EFFF0  | Position Description |
| **OUR MISSION*****Moore College exists to enable men and women to deepen their knowledge of God, through higher education in the field of theology, so that they might faithfully and effectively live exemplary Christian lives, proclaim and teach the word of God, and care for others in the name of Jesus Christ in all the world, to the glory of God.*** |
| **Position Title:** | IT Assistant - Help Desk |
| **Industrial Instrument and classification:** | Educational Services (Post-secondary education) Award, Level 2 |
| **Reports to:** | Manager of Information Technology |
| **Primary Purpose of Position:** | IT Help Desk and AV support |
| **Special tools/equipment used:** | PC and general office equipment  |
| **Special environmental conditions:** | Able to work occasional evenings and weekends for events |
| **Interpersonal relations/relates to:** | Staff across all departmentsFaculty, including visiting lecturers Faculty spouses Event coordinator/sStudents  |
| **Number of staff under supervision:** | 0 |
| **Budget and/or revenue accountable for:** | N/A |
| **Mandatory qualifications and/or licences:** | Nil |
| **Essential Criteria:*** Good aptitude for computer systems and information technology.
* Good working knowledge of Microsoft Windows systems and applications.
* Ability to manage and prioritise tasks.
* Good interpersonal skills – ability to work with users having a wide variety of IT skills.
* Team player
* Ability to train others in how to use computer systems.
* A commitment to support and promote the Christian Mission and Values of Moore College.
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| **Desirable Criteria:*** Certificate level 3 in computing or equivalent experience.
* Experience in running AV and sound desk operations
* Knowledge of the MacOS and environment.
* Ability to adapt to a changing environment.
* Experience in an IT Help Desk environment.
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| **Key Accountabilities** |
| **Key Performance Area** | **Key Tasks** | **Performance Indicators** |
| **Help Desk** | * Perform first level Help Desk tasks for staff & faculty.
* Escalate tasks beyond level of expertise to other IT staff.
* Log updates in the Help Desk system regularly
 | * Tasks completed efficiently and competently.
* All tasks are responded to, completed, or escalated within the agreed SLA for the particular type of task.
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| **AV Support** | * Provide AV support to AV users.
* Troubleshoot AV issues.
* Set up and undertake recording / livestreaming of lectures when needed.
* Provide AV support for events as requested
 | * AV requests completed successfully.
* Lectures recorded to a high standard with minimal issues.
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| **Training** | * Train individual staff & faculty to perform basic computing and IT tasks, where their skills are lacking.
 | * Staff indicate that their skills have increased.
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| **Staff** | * Assist and cooperate with other team members
* Encourage teamwork and foster good communication with staff, Faculty and students.
* Actively participate in staff meetings
 | * Evidence of participation in team meetings and effective teamwork.
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| **Workplace Health & Safety** | * Compliance with WHS legislation and Policy and Procedures
* Participate in, promote and raise awareness of WHS with staff, Faculty and students.
* Ensure the maintenance of a safe, clean environment for residents, staff, Faculty and students.
* Attend mandatory annual WHS training
* Has a risk assessment and management approach to all activities.
 | * Evidence of participation in WHS education e.g. fire training, as required.
* No evidence of noncompliance with WHS legislation and Policy and Procedures.
* Evidence of WHS activities e.g. data collection and audits.
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| **Professional Development** | * Maintain current competencies.
* Attend internal and external training as required.
 | * Competencies remain up to date.
* Evidence of participation in internal and external training.
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| **Level of Decision Making** |
| **Decisions that can be made without referral to Supervisor/Manager:*** Implementation and interpretation of department policies and processes
* Implementation of instructed projects
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| **Decisions that can be made after consultation with Supervisor/Manager:*** Implementation and interpretation of new policies and procedures
* Identified opportunities for improvement
* Complex relationship issues and decision making
* Personal performance review and management
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| **Employment Related Issues** |
| **Performance Management*** Annual Performance review.
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| **Acknowledgement** |
| I understand and accept the responsibilities as outlined in this position description. |
| Print Name |  |
| Signature |  |
| Date |  |