

Position Description

Senior ICT Support Officer

Why work with us

We're building a public education system which is genuinely recognised as world-class - where every preschool and school is great and where there is growth for every child and student.

We are one team, statewide. Everyone in public education works together, united behind our vision because what we're doing today will improve the futures of children in South Australia.

We're making a difference so South Australia thrives.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Senior ICT Support Officer is responsible to the ICT Account Manager for delivering a range of specialist technical services, which support departmental ICT network infrastructure and information technology systems for sites across the state of South Australia. The Senior ICT Support Officer provides a high level of customer service in the delivery of second and third level support and technical advice relating to issues and requests logged by Education system users.

The role identifies and applies relevant innovative strategies, policies and processes to effect successful outcomes in the installation, maintenance and problem resolution functions both independently and in collaboration with other team members or ICT providers and vendors. The Senior ICT Support Officer contributes to the development of ICT systems documentation including procedures, standards and policies as well as ensuring the department's service management tool is updated regularly and accurately with information and actions relating to incidents and requests.



Position title	Senior ICT Support Officer
Classification	ASO5
Division	ICT Services
Directorate	ICT Service Delivery
Location	Regional / Metro
Reports to	ICT Account Manager
Direct reports	Number of staff dependant on school size with mostly 2 direct reports of mix below. ICT Support Officer ASO4 ICT Support Officer ASO3 ICT Support Officer ASO2 Trainee
Role description date	December 2024

What you will do (key outcomes)

1. Provide high quality customer service and the delivery of specialized technical advice and services which support ICT administration, curriculum network and server infrastructure, and software systems for departmental sites across South Australia.
2. Influence workforce effectiveness by providing leadership and mentoring to ICT Support Officers to create a cooperative work environment and motivate the workforce to achieve quality outcomes, adapting to changing priorities as needed.
3. Deliver high quality second and third level technical advice on issues of some complexity including support, troubleshooting and consultancy services for a range of identified server, network and peripheral device problems, issues and service faults.
4. Ensure all tasks, service requests and incidents are accurately recorded and managed in the ICT Services' service management systems.
5. Contribute to the development and review of infrastructure and system documentation, procedure manuals, policies, standards and processes which contribute to the continual improvement of solutions and support whilst guiding delivery of best practice ICT infrastructure and network systems across all sites and services.
6. Plan, coordinate and undertake ICT administration and curriculum network infrastructure and systems related projects, audits, reviews and research including providing recommendations, solutions and clear and concise reporting.
7. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Communication:** Proven communication and interpersonal skills and ability to maintain positive working relationships and networks with stakeholders, staff, vendors and service providers. Ability to analyse and resolve issues as well as prepare and deliver effective written solution documentation.
- **Autonomy:** Proven ability to work effectively as a member of a specialist team, under limited direction and set

goals, determine priorities, select methods and techniques, establish timeframes, and plan and organise work while maintaining accuracy, integrity and confidentiality.

- **ICT Technology:** Demonstrated experience in the operations, practices and technologies of ICT infrastructure, including server and desktop hardware, network peripherals, mobile devices, TCP/IP, networking, information system security principles and common business software applications, utilising new technologies and tools efficiently and coordinating and undertaking infrastructure and network changes, projects and initiatives.
- **Leadership:** Demonstrated experience in providing high quality customer service in an ICT environment, including the ability to motivate and mentor individuals to achieve high quality results by using initiative and coordinating and delegating work to achieve business strategic objectives and operating a range of infrastructure systems, hardware and applications to resolve technical issues in a timely manner, and providing accurate and current ICT information, guidance and technical advice.
- **Service Delivery:** Demonstrated experience in providing high quality customer service in an ICT environment, including the ability to motivate and mentor individuals to achieve high quality results by using initiative and coordinating and delegating work to achieve business strategic objectives and operating a range of infrastructure systems, hardware and applications to resolve technical issues in a timely manner.
- **Safety:** Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment, and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
<ul style="list-style-type: none"> • ICT Support Officers • ICT Account Managers • ICT Service Delivery staff • Business unit managers, school site leaders, administrative staff and IT coordinators • ICT Services staff • Other SA Government agencies and external service providers 	<p>Essential: N/A</p> <p>Desirable: A qualification in either Information Technology, Software or Network Engineering or equivalent experience.</p> <p>Knowledge of other non-Microsoft ICT infrastructure, software and/or technologies relevant to Education.</p> <p>Experience in Education-based operating and ICT infrastructure systems, LAN/WAN equipment and ITIL methodology.</p>

Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p>	<p>You will need a current driver's license and be willing to drive.</p> <p>You will be asked to work out of hours.</p> <p>You will need to travel within or outside South Australia.</p>

<p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You need to achieve mutually agreed performance goals.</p> <p>You must have a current Working with Children Check.</p> <p>You must complete Responding to Risks of Harm, Abuse and Neglect – Education and Care training.</p> <p>You must be an Australian resident or provide evidence you have a current work permit.</p>
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<p>Assessed by: Ashleigh Gepp, P&C Advisor</p>		<p>Approved by: Damien Zobel, Director – ICT Service Delivery</p>	
<p>Date: December, 2024</p>		<p>Date: January 2025</p>	