

# Position Description

## School ICT Desktop Support Officer

### Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child’s potential now and into the future, one that in partnership with learners, students, parents, and the wider South Australian community will build a worldleading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our

### Our values

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

							
<b>SERVICE</b>	<b>PROFESSIONALISM</b>	<b>TRUST</b>	<b>RESPECT</b>	<b>COLLABORATION &amp; ENGAGEMENT</b>	<b>HONESTY &amp; INTEGRITY</b>	<b>COURAGE &amp; TENACITY</b>	<b>SUSTAINABILITY</b>
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 School ICT Desktop Support Officer is responsible for delivering a range of ICT services which support Department for Education ICT information technology systems for School and Preschool sites across the state of South Australia. The School ICT Desktop Support Officer provides a high level of customer service in the delivery of first and second level support and technical advice relating to incidents and requests logged by the Department for Education’s School and Preschool sites.

The role requires the effective identification and application of a range of service delivery strategies and processes to ensure the provisioning of quality technical outcomes for School and Preschool students and staff. This includes applying troubleshooting and remediation techniques to resolve issues, and the efficient application of standard installation and configuration processes across a range of key ICT systems and platforms.

<b>Position title</b>	School ICT Desktop Support Officer
<b>Classification</b>	ASO3
<b>Division</b>	ICT Services
<b>Directorate</b>	ICT Service Delivery



<b>Location</b>	Regional / Metropolitan South Australia
<b>Reports to</b>	Senior ICT Support Officer
<b>Direct reports</b>	Nil
<b>Role description date</b>	June 2025

### What you will do (key outcomes)

1. Deliver a range of timely and effective functions that support ICT operations and outcomes including maintaining end user device functionality, and interpreting, applying and providing information on standards, practices and procedures.
2. Undertake a range of technical functions, and provide a high level of customer service, related to the provision of first and second level incident resolution for the department's ICT systems users, such as applying trouble shooting and remediation techniques or escalating a range of issues, queries and requests to meet customer needs.
3. Provide consistent solutions to customers' issues and assist with the investigation and resolution of more complex issues by researching and contributing to the identification of relevant factors that determine further action, liaise with other ICT Services teams and managers to resolve complex issues or queries, ensure that all reported incidents and requests are accurately recorded, tracked, updated and completed and that customers are kept informed of their status and progress.
4. Build and maintain positive working relationships with stakeholders and provide timely information and support and service to ICT customers, to achieve high customer satisfaction levels and support continuous improvement across the school and preschool environments.
5. Identify and apply a range of service delivery strategies and processes to ensure that quality technical outcomes for schools and preschools are provided.
6. Contribute to continuous improvement of ICT processes through optimising practices and procedures for greater efficiencies in ICT delivery, contributing to the continual improvement of processes and documentation that supports improved ICT service delivery processes and outcomes, and developing written and verbal recommendations for business improvement.
7. Assist with providing appropriate training and coaching for system users as required, which ensures the maximisation of ICT system support and utilisation.
8. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

### The capabilities you will bring (key competencies)

- **Communication:** Demonstrated commitment to best practice in customer service through sound communication and interpersonal skills and ability to maintain collaborative relationships with stakeholders, customers and staff.
- **Learning Agility:** Ability to learn new technologies quickly, be flexible and support the resolution of technical issues through investigation, analysis, research and consultation in an ICT environment.
- **Autonomy:** Demonstrated ability to work effectively under general direction, either independently or within a team, and to plan and organize work and maintain accuracy, integrity and confidentiality.
- **Helpdesk Support:** Experience in providing effective customer support in an ICT environment, including internet access, the Microsoft Office Suite of application, cloud applications and LAN\WAN connectivity.
- **Problem-Solving:** Knowledge of and experience in supporting Windows devices in large, networked

environments based in a Microsoft Domain, including installation, configuration, troubleshooting application installation issues and ability to apply problem solving techniques.

- **Cloud-based Device Management:** Knowledge of and experience in supporting mobile and audio-visual devices utilizing cloud-based management software.
- **Educational Environment Awareness:** Demonstrated understanding of school and/or preschool environments, including classroom systems and the ICT challenges specific to these settings.
- **Public Sector Knowledge:** Knowledge and understanding of agency programs, policies and activities.
- **Work Health and Safety:** 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
<p>Direct working relationships:</p> <ul style="list-style-type: none"> <li>• Senior ICT Support Officer</li> </ul> <p>Internal working relationships:</p> <ul style="list-style-type: none"> <li>• ICT Account Manager</li> <li>• Senior ICT Support Officer</li> <li>• Senior Engagement Lead, School Engagement</li> <li>• ICT Services Support Teams</li> <li>• School Principals, Administration and Teaching staff</li> </ul>	<p><b>Essential:</b> N/A</p> <p><b>Desirable:</b> N/A</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>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You will need a current driver’s license and be willing to drive.</p> <p>You may be asked to work out of hours.</p> <p>You will need to travel within or outside South Australia.</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>

<p><b>Assessed by:</b> Jayne Cavalcanti, People and Culture Advisor</p>		<p><b>Approved by:</b> Damien Zobel, Director, ICT Service &amp; Digital Delivery</p>	
<p><b>Date:</b> June, 2025</p>		<p><b>Date:</b> June, 2025</p>	

