

DIGITAL RESOURCES TECHNICIAN

Position Description

Function

The Digital Resources Technician will demonstrate a strong commitment to Concordia's vision of excellence in Christian education, and will present welcoming, professional assistance to Concordia students, staff, members of the College Executive and governing bodies, and to the wider school community.

Tenure

Ongoing

Conditions

37.5 hours per week, 46 weeks per year – 7.5 hours per day between the hours of 8.00am – 5.00pm, at agreed times. Weekday start and end times, and morning tea and half hour unpaid lunch breaks will be negotiated with the Line Manager, according to the strategic and organisational needs of the College. Some flexible and out-of-hours work may also be negotiated

Location

The position will be located at Concordia College, Concordia Campus, 24 Winchester Street, Highgate.

This position will be required to work across all campuses at agreed times.

Line Management

This position directly reports to the IT Manager.

Essential Characteristics

Education & Qualification

- Completed secondary school
- Tertiary qualifications and /or relevant experience in information technology systems management
- Working With Children Check & RRHAN-EC certification

Knowledge & Experience

- Significant knowledge of a broad range of contemporary and emerging digital technologies and applications
- Best practice in the development and management of technology, building capacity of staff in schools or large, complex organisations
- Demonstrated experience in leading and managing people and projects to deliver outcomes, motivating, developing, and directing team members as required
- Understands the sensitive nature of data and data security in a contemporary environment
- Experience using IT infrastructure monitoring and ticketing systems
- Experience working in a team environment
- High levels of expertise in organisation, administration, meeting deadlines and record keeping
- Familiarity with relevant school policies, guidelines and procedures

Personal Qualities

- Demonstrates alignment with the College values:
 - **Integrity** (Our actions align with our words, even when it is difficult.)
 - **Courage** (We embrace challenge and take healthy risks.)
 - **Aspiration** (We strive for continuous growth and improvement.)
 - **Care** (We show respect and kindness to ourselves and others.)
 - **Connection** (We welcome, include and appreciate others)
 - **Grace** (We show humility, gratitude and forgiveness)
- Motivates and influences through exceptional communication and collaboration
- Demonstrates excellent professional judgement, composure and resilience when faced with challenge
- Openness to change and improvement
- Projects positivity and displays genuine enthusiasm and optimism.

Positional Responsibilities

1. Reporting Relationships

- 1.1 Is accountable to the Head of College through the IT Manager for meeting role responsibilities and daily operations
- 1.2 Meets all accountability requirements as set down by the College's policies and directives.

2. Decision Making

- 2.1 Consults with all relevant stakeholders in decision-making matters, as appropriate, ensuring that the best interests of all are maintained
- 2.2 Takes direction from the Head of College, Principals, Directors and Chief Financial Officer and seeks input from these leaders when decisions have College-wide, campus-specific, financial or strategic implications

3. General

- 3.1 Assists the Head of College in fulfilling the aims and purposes of Concordia College and supports and maintains the philosophy and ethos of the College as summarised in the Mission Statement
- 3.2 Assists the Head of College in keeping with the ethos, values and traditions of the College
- 3.3 Has an understanding of, and demonstrates a strong commitment to, the ethos and practice of Lutheran schooling and Christian living
- 3.4 Accepts the delegated responsibility and authority vested by the Head of College
- 3.5 Consistently shows support for, and leadership within, school-wide policy initiatives and strategic plans, both within and outside the College
- 3.6 Understands, leads, promotes and works within the parameters of the College's security, privacy and copyright policies and practices
- 3.7 Complies with Legislative requirements and the Lutheran Schools SA Enterprise Agreement
- 3.8 Is familiar with, leads in, supports and ensures the implementation of WHS policies and practices as appropriate
- 3.9 Complies with all College policies, including policies introduced or varied after the employment commences
- 3.10 Performs duties according to the College Workplace Conduct Policy for staff
- 3.11 Is required to install and use a company approved Two Factor Authentication application on their personal phones to enable access to the College schools IT systems
- 3.12 Understands and applies the College's child safe policies and procedures, including identifying and reporting risks, identifying child abuse indicators, disclosures and internal and external reporting obligations
- 3.13 Leads in and performs tasks and out-of-hours duties to fulfil the responsibilities of the role, and as required
- 3.14 Leads, promotes and maintains a positive and productive workplace environment
- 3.15 Undertakes other duties as required by the Chief Financial Officer, Head of College, Principals or Directors.

4. Knowledge & Understanding

- 4.1 An understanding of the concept and requirements of productive and friendly service to students and staff within the context of a school environment
 - 4.2 General knowledge of contemporary and emerging digital technologies
 - 4.3 Specific knowledge of Windows, Microsoft and Apple product; software and hardware
 - 4.4 An awareness of the Australian Digital Technologies Curriculum
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- 4.5 General understanding of education environments, devices, procedures and practices
- 4.6 Knowledge of standard techniques and practices for resolving issues associated with daily use of digital hardware and software
- 4.7 An understanding of Lutheran and Concordia College philosophies, mission and vision

Use of Skills and Problem Solving

- 4.8 Identify and apply knowledge and skills to a range of processes and procedures to perform and resolve tasks within a school digital and physical environments
- 4.9 Be eager and have resilience to explore, test and develop productive problem-solving with staff and students
- 4.10 Use effective time management skills to deal with multiple daily and long-term tasks
- 4.11 Use initiative, drive and ability to investigate, trouble-shoot and problem-solve digital resources in individual and collaborative situations
- 4.12 Actively assist students, staff and Leadership in learning how to use, troubleshoot and manage College supported digital resources
- 4.13 Document technical challenges and solutions so that colleagues, teachers, and students can refer to these in future situations
- 4.14 Coordinate and manage audio-visual, digital and technical requirements to help deliver events including Chapel, assemblies and presentations, including being available for out-of-hours events as directed
- 4.15 Establish and maintain a regular cycle of testing and maintenance of classroom and office hardware and software to ensure daily learning and work activities are uninterrupted

Control, Authority and Decision Making

- 4.16 Works under general supervision and instruction from the ICT Manager regarding ICT projects focused on technical infrastructure and digital resources across the College. This includes OSHC, ELC, and all Administration areas
 - 4.17 Liaises with, collaboratively supports and works under supervision and instruction from the ICT Manager regarding day-to-day and project-based management and maintenance of digital resources that support the learning and teaching program as determined
 - 4.18 Liaises and works collaboratively with the College IT team to maximise student and staff engagement with and productive use of digital technologies. This will involve proactively engaging with teachers and students in classroom activities
 - 4.19 When required, works directly under the supervision or according to requests of College education leaders and staff members to ensure digital resources-related tasks are successfully supported and/or completed
 - 4.20 Participates in regular reviews with the ICT Manager to ensure satisfactory standards and practices are maintained
 - 4.21 Repairs and maintains digital resources within agreed guidelines
 - 4.22 Uses initiative and discretion in managing the specific responsibilities of the role
 - 4.23 Assists other members of the ICT Team as appropriate
 - 4.24 Liaises with staff from all campuses as required to ensure daily and ongoing ICT projects are completed in a timely and efficient manner
 - 4.25 Prioritises daily, routine and long-term tasks
 - 4.26 Meets deadlines
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Judgment

- 4.27 Effectively and fairly prioritise order of response to daily requests for support
- 4.28 Provide accurate information to all users as required or directed, using discretion and judgement in compliance with the College privacy and security policies
- 4.29 Consult with the ICT Manager before implementing solutions that affect or change user access or College systems
- 4.30 Locate, analyse, evaluate and correct digital resource issues as directed

5. Responsibilities and Accountabilities – Role Specific

- 5.1 Provide clear, efficient and timely technical support for students, staff and Leadership, including classroom visits
- 5.2 Maintain professional confidentiality concerning information about staff, students, the College workplace and community and College security matters
- 5.3 Present professionally in manner and dress
- 5.4 Interact positively by maintaining a helpful, professional demeanour when receiving requests, queries and complaints
- 5.5 As directed, use initiative to identify and resolve potential and actual problems related to the use of digital resources
- 5.6 Have a flexible approach to work to support College staff and students
- 5.7 Provide accurate information in response to routine matters
- 5.8 Perform routine equipment tests and subsequent maintenance and repair, according to direction from the ICT Manager
- 5.9 Keep a daily log of tasks and solutions related to general and specific technical support tasks
- 5.10 Establish and maintain a regular cycle of testing and maintenance of classroom and office hardware and software to ensure daily learning and work activities are uninterrupted (managed through a daily to do list/diary/outlook calendar)
- 5.11 Keep accurate and comprehensive records of tasks that require updates, changes, correction or repair to digital resources
- 5.12 Document technical challenges and solutions so that colleagues, teachers and students can refer to these in future situations
- 5.13 Support and train staff and students in the setup and use of computer and audio-visual based equipment and peripherals including digital cameras and video equipment and preferred network, hardware, software and computer use practices
- 5.14 Resource Centre spaces dedicated to digital technologies for student engagement are actively managed and maintained as directed by the ICT Manager
- 5.15 Install hardware devices as directed
- 5.16 Deploy and install software as directed
- 5.17 Attend ICT team meetings and other meetings as required
- 5.18 Assist ICT team members with classroom tasks
- 5.19 Assist with monitoring and maintaining essential levels of stock and ensure consumables are maintained at pre-determined levels
- 5.20 Assist with pickups and deliveries as directed
- 5.21 Assist with the general management, safety and cleanliness of the ICT workspace by exercising initiative and judgment, particularly in high work pressure situations

- 5.22 Student and staff devices requiring warranty or damage repairs are logged and processed in accordance with College procedures and approved vendors
- 5.23 A detailed and accurate record of device damage is kept
- 5.24 Accurate and timely communication occurs between the College and vendors responsible for device warranty and repairs
- 5.25 Students and staff are alerted when repaired devices are available for collection
- 5.26 Students and staff requiring loan devices are appropriately supported
- 5.27 New students and staff receive devices with appropriate software in a timely and efficient manner to begin study or work at the College
- 5.28 Student and staff devices are accurately identified, logged in the College digital repository, and kept in good order when being stored
- 5.29 Devices are accurately identified, checked for damage and the result logged, and the ICT Manager informed of any unreturned devices, when students or staff leave the College
- 5.30 Classroom and presentation projectors, digital screens, monitors and all associated hardware and software are fully functional, regularly checked, updated and maintained
- 5.31 Staff and guest presenters receive assistance as required with classroom AV equipment and presentations onsite and via online platforms
- 5.32 College digital signage devices are monitored and maintained
- 5.33 Contractors and installers are supported when installing and/or repairing College AV devices

6. People & Culture

- 6.1 Build a positive environment that promotes the College's values framework
- 6.2 Promote positive conversation about the College and consistently show support for College initiatives and strategic plans, both within and outside the College
- 6.3 At all times fosters appropriate and positive relationships with students, staff and the community
- 6.4 Contributes to maintaining appropriate expectations for team and student behaviour
- 6.1 Ensures our Christian values are visible
- 6.2 Demonstrates, expects and communicates behaviours that reflect the values and culture of the College
- 6.3 Establishes and maintains high expectations of staff and students
- 6.4 Acknowledges successes and encourages collegiate support.

7. Managing Resources

- 7.1 Support compliance with WHS regulations and inform the relevant Leader of any concerns regarding equipment or facilities
- 7.2 Contribute to administrative processes, ensuring requirements and deadlines are met.

Performance Appraisal & Review

- 1. The **Digital Resources Technician** is accountable for and appraised annually on the basis of executing the responsibilities outlined in this duty statement.

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2. All roles evolve over time, and the school is regularly committed to reviewing and updating duty statements to ensure they accurately reflect each employee's contribution and the College needs. The **Digital Resources Technician** role will be reviewed on a yearly cycle, or more frequently as appropriate.
 3. A formal appraisal process will be conducted at end-of-tenure to determine the future of the role and the suitability of the incumbent.