

IT TRAINEE

POSITION INFORMATION

Title	IT Trainee	Responsible for:	Assist IT staff and helpdesk support to network users
Classification	N/A	Line Manager	IT Manager
Date of Commencement	May 2019	Reporting to	IT Manager
Tenure	Traineeship – full time	Appointment	24 month traineeship

GENERAL POSITION DESCRIPTION

A trainee support technician at Torrens Valley Christian School provide general face to face helpdesk support to network users across the school. Trainees also assist higher level technicians in higher level technical support of the school server and network infrastructure as directed. Trainee staff are expected to be proactive in learning on the job and there is an expectation that they will progress through assigned training programs satisfactorily.

Technical product support includes the Microsoft Windows range of core products, Apple consumer devices as well as daily interaction with Windows, Apple and Linux file servers for backup and user management reasons. Staff will also be expected to undertake user support with the assistance of vendors for the school various software platforms.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The IT Trainee will:

- Provide first level response to helpdesk and support requests.
- Administer user accounts in active directory and other related systems.
- Monitor and maintain consumable levels in printing devices.
- Monitor backup systems to ensure that school information is protected at all times.
- Basic level fault finding and repair of hardware faults in infrastructure.
- Assist with decommissioning and replacement of infrastructure as required.
- Support email issues and assist staff with internet connectivity.
- Liaise with vendors on behalf of the school for support enquiries.
- Assist with the support of learning and financial management products and other software packages present at the school.
- Maintain the school's vendor provided internet filter product.
- Work collaboratively in a team with other support technicians and school staff.
- Fault find wireless issues with both school and privately owned devices.
- Minimal remote support for staff offsite may be required.
- Any other reasonable task as requested by the IT Manager or senior school management.

REPORTING RELATIONSHIPS

IT technical staff primarily report into the IT manager, but due to the fluidity of IT support they may be directed to perform tasks by E-Learning staff and school senior management. Trainee staff are supported and will be assisted by other IT staff with their duties as required.

KEY SELECTION CRITERIA

- Staff are expected to provide prompt support to staff and students, whilst ensuring accurate record keeping and cleanliness of work areas.
- Staff must ensure that support tickets are followed up to completion and resolved.
- Staff are only required to perform minimal maintenance on server equipment unless directed by the IT manager.
- Staff are required to be punctual and professionally presentable at all times.
- Staff are expected to complete work submitted promptly and are required to escalate any issues which arise through their work to the IT Manager.
- Staff must maintain a high level of confidentiality with any information regarding the school.
- Developed interpersonal skills in communication, and an ability to work within a team.
- At least a basic understanding of desktop hardware and software.
- All required training must be completed to a satisfactory standard.

Certificates

- Successful completion of Year 12
- RAN training (may be completed upon commencement)
- DCSI Child Related Employment Screening (may be completed upon commencement)

Attributes

- Personal commitment to the Christian faith.
- Committed member of a local church congregation.
- Support the ethos of Christian Education.
- Ability to perform routine assigned tasks effectively.
- Maintain good relations with members of the school community

Torrens Valley Christian School will provide staff with a workplace environment with access to lunch facilities and amenities and staff may use the staff carpark unless directed otherwise. Staff are expected to wear uniform appropriate to their position and a name tag which identifies them to the school community.

On school office closure days, attendance to the school is at the discretion of the IT manager and will depend on the current workload.