MELTON CHRISTIAN COLLEGE
AV & Events Coordinator and ICT Service Desk Technician

ORGANISATIONAL PROFILE:
Melton Christian College is a leading P-12 school with over 1,100 students in two locations. We are highly regarded and specialise in nurture, excellence, and Christ-centered schooling. We are committed to building a dedicated team of Christian educators and support staff and equipping them to invest in the lives of the students they serve. Our team is enthusiastic, positive, and committed to the College's mission, vision, and values.

POSITION PROFILE:
This position is pivotal within our ICT team. The individual will ensure the seamless execution of events and AV systems within our college while balancing ICT support for staff, students, and parents. This role is split into two primary functions: AV & Events Coordinator (0.6 FTE) and ICT Service Desk Technician (0.4 FTE). The candidate must deliver high-quality service on and off campus and be available to work outside regular business hours when needed. This individual will report to the ICT Service Desk Coordinator & ICT manager.

KEY RESPONSIBILITIES
AV & Events Coordinator (0.6 FTE)

- **Event Support:** Coordinate AV equipment for college events, including setup, operation, and training staff and students on equipment usage.
- **Classroom AV Management:** Ensure classroom AV equipment is functional, up-to-date, and user-friendly.
- **Facility Management:** Oversee AV setups in crucial venues, ensuring equipment is maintained and ready for use.
- **Technical Crew Coordination:** Led and mentored a team of students in AV and multimedia, providing training and support.
- **Equipment Maintenance and Innovation:** Perform routine maintenance, manage inventory, and recommend new technologies for the college, including managing an AV Budget and Roadmap.
- **Public Announcement Systems:** Maintain the College's Public Announcement systems.

ICT Service Desk Technician (0.4 FTE)

- **ICT Service Desk Support:** Monitor and respond quickly and effectively to requests from the ICT Service Desk.
- **Break-Fix Assistance:** Support staff, students, and parents, responding to queries by ticket system, phone, and email.
- **Device Support:** Support staff/student devices, including reimaging processes.
- **Printer Support:** Manage and support college photocopiers/printers.
- **External Contractor Liaison:** Coordinate with external contractors when necessary.
- **Documentation/Training:** Create step-by-step documentation and training materials for staff, students, and parents.

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A ministry of Melton Christian Centre Ltd. ABN 17 007 289 474

- **Escalation:** Escalate jobs to ICT Service Desk Coordinator and ICT Manager as required.
- **Professional Development:** Maintain professional development annually.
- **Confidentiality:** Maintain confidentiality of data and report any suspected breaches to the line manager.

Key Selection Criteria
1. Alignment with the vision and purposes of the College
2. Cert IV or higher in an Audio-Visual field/ post-secondary qualification in IT is desired
3. Relevant experience in an AV role, preferably in an educational setting
4. Demonstrated ability to set up, operate, and manage AV systems efficiently and familiarity with industry-standard software and technologies
5. Experience with Midas Digital Mixers, Chamsys QuickQ20 Lighting desk or similar
6. Excellent problem-solving and meticulous attention to detail
7. Strong communication and organisational skills and ability to liaise effectively with external teams and internal departments
8. Familiarity with ITIL framework and best practices
9. Able to work independently and as part of a team
10. Solid experience in problem analysis and resolution of software and hardware problems

Occupational Health and Safety
The AV & Events Coordinator and ICT Service Desk Technician have delegated responsibility from the Principal (for their workstation/office space, equipment, and facilities associated with their role) to:
- Ensure that College Health and Safety Policy and procedures are deployed within the area of responsibility
- Ensure that safe operating procedures are developed and implemented which are appropriate for the hazards and risk profile of the activities of the class/classroom/workstation/office space
- Ensure that College safety systems are implemented and compliance is regularly audited and monitored (e.g., hazard reporting, hazardous materials storage and documentation, plant and equipment purchasing, audits, etc.)
- Ensure that health and safety is a scheduled agenda item within any staff team meeting
- Ensure that all hazards that are observed and any incidents that may occur to any person within his/her area of responsibility are reported, documented, investigated, and corrective actions are implemented as identified for action
- Ensure that Health and Safety issues are identified and planned for and resources required to manage health and safety issues are included in budgets
- Support Management and Colleagues in performing their roles concerning health and safety matters
- Ensure that regular workplace inspections and audits are carried out following College safety systems

Child Safe Culture
The AV & Events Coordinator and ICT Service Desk Technician have delegated responsibility from the Principal to:
- Work towards embedding an organisational culture of child safety, including effective leadership in and beyond their workstation/office space
- Be familiar with and promote familiarity with the College child-safe policy
- Be familiar with and promote familiarity with the additional points that establish the College's expectations for appropriate behaviour with children

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- Take part in screening, supervision, training, and other human resources practices that reduce the risk of child abuse by new and existing personnel or volunteers
- Be familiar with and promote familiarity with processes for responding to and reporting suspected child abuse
- Always work to identify and reduce or remove risks of child abuse
- Always work towards appropriate participation and empowerment of children

Last Reviewed: 12/06/24

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