ICT Service Desk Technician – Online Campus

Role:	ICT Service Desk Technician – Online Campus
Reports To:	ICT Manager & ICT Service Desk Coordinator
Also Reports To:	Head of Finance, Head of Online Campus

Position Overview: This full-time role at Melton Christian College is split into two primary functions: ICT Support Technician – Online Campus (0.50 FTE) and ICT Service Desk Technician (0.50 FTE). The successful candidate will provide support to the Online Campus while also providing ICT support to staff, students, and parents to the Onsite Campuses.

About Melton Christian College: Melton Christian College is a vibrant, inclusive community in Melton, Victoria. As a co-educational Christian school, we focus on fostering a nurturing environment where students can grow academically and spiritually. We integrate technology in education and seek candidates passionate about enhancing learning experiences through technology. Melton Christian College consists of three campuses at Brookfield (P-12) and Toolern Vale (P-3) and the Online Campus.

ICT Support Technician – Online Campus (0.50 FTE)

Purpose of the Role: The ICT Service Desk Technician – Online Campus supports Melton Christian College's Online Campuses learning platforms, ensuring that students and staff participating in online education receive timely and effective technical assistance. This role focuses on maintaining and supporting digital learning tools, troubleshooting online learning issues, and providing ICT Service Desk services specific to the Online Campus. Collaboration with the ICT Service Desk Team and the Online Campus departments is essential to ensure seamless online education delivery.

Key Responsibilities

- Provide technical support to staff, students, and parents engaged in the Online Campus.
- Troubleshoot and resolve issues related to the online platforms, and digital content delivery.

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- Assist in maintaining and improving the online learning environment's functionality and accessibility.
- Ensure timely responses to online-related support requests, documenting all interactions within the ICT Service Desk Ticket System.
- Collaborate with the ICT Team to escalate complex issues as required.

Duties

- Monitor and respond to technical issues related to the Online Campus, including the learning management systems (LMS), video conferencing platforms such as Microsoft Teams, and other online platforms.
- Provide remote support for students, parents, and staff in navigating the Online Campus platforms.
- Troubleshoot login, access, and compatibility issues.
- Provide training and create documentation for using online learning systems.
- Assist with updating and maintaining digital content on the Online Campus.
- Liaise with external vendors for troubleshooting online tools and platforms.
- Collaborate with the broader ICT team to ensure the Online Campus is fully supported.
- Escalate issues beyond the scope of the role to the ICT Service Desk Coordinator & ICT Manager where needed.
- Stay up to date with best practices and tools for online learning support.

ICT Service Desk Technician (0.50 FTE)

Purpose of the Role: The ICT Support Technician provides essential support services to staff, students, and parents at Melton Christian College (MCC) onsite campuses, ensuring the smooth operation of ICT resources. The role emphasises professional, courteous, and timely responses to technical support requests, while maintaining detailed records of all interactions. The ICT Service Desk Technician will work closely with the ICT Team to support a wide range of ICT needs across the college.

Key Responsibilities

- Provide professional and courteous support to staff, students, and parents for ICT-related issues.
- Ensure timely responses to support requests and log all actions in the ticket system.
- Deliver clear and appropriate technical advice in line with college guidelines.
- Assist in Audio Visual and Printing system maintenance, as well as the re-imaging of devices.

Duties

- Monitor and respond promptly to requests through the ICT Service Desk Ticket System.
- Provide break-fix support to staff, and students.
- Handle queries via phone and email, escalating where needed.
- Provide support for College Audio Visual systems and printers/photocopiers.
- Support staff/student devices, including reimaging process.
- Liaise with external contractors when needed.
- Manage and support college photocopiers/printers.
- Create training and documentation for ICT-related procedures.
- Escalate issues to the ICT Service Desk Coordinator and or ICT Manager where needed.
- Annually maintain professional development in relevant areas.
- Undertake other ICT-related duties as directed.

Qualifications and Skills:
- Hold a bachelor's degree in information technology, Computer Science, or a related field (or equivalent experience).
- Demonstrate proven experience in technical support, preferably in a K-12 educational environment.
- Minimum of ITIL v4 Foundation certification.
- Possess extensive knowledge of desktop operating systems and Microsoft Endpoint Management.
- Proven experience supporting a Learning Management System. Preferably Canvas LMS.
- Extensive familiarity with Microsoft Office 365 products such as Microsoft Teams, Word, PowerPoint.
- Exhibit familiarity with scripting languages like PowerShell and SQL.
- Showcase excellent analytical, problem-solving, and decision-making skills.
- Possess strong communication and interpersonal skills for responsive customer service, especially in a Remote Support setting.
- Demonstrate the ability to work both independently and as part of a larger team.
- Display commitment to learning and staying updated on relevant technologies and best practices.
- Participate actively in a Church Community and be willing to share personal Christian faith within the school context.
- Show willingness to uphold and promote the school's vision, values, and Statement of Faith.
- Exhibit good time management skills, confidentiality, and commitment to data protection.
- Hold a current working with children check.

Confidentiality:

All employees must maintain in confidence any data. Any suspected breach of confidentiality must be reported to the line manager in writing.