



The  
Anglican  
Schools  
Corporation

# ICT Support Officer

Location: Rouse Hill Anglican College

The Anglican Schools Corporation caters for the academic, spiritual and pastoral needs of over 14,000 students in NSW, ranging in age from four to eighteen years. Currently operating 18 independent schools, the Corporation provides high-quality education delivered in a nurturing, caring, Christian environment.

The ICT Support Officer is the onsite first and second-level, support staff. The onsite support team assists our end users to utilise ICT infrastructure, which meets the educational and administrative needs of the 21<sup>st</sup>-century school environment.

The ICT Support Officer is tasked with providing quality reactive and proactive customer service promptly to staff and students. They will assist in the implementation and management of the School's ICT strategy as required. In addition, the team has a focus on ownership of our customer's issues through to a successful resolution.

The ICT Support Officer will also be responsible for the efficient function of the School's communication equipment: telephone system; bells; and sound.

The following essential criteria will be used as a guide in determining a person's suitability for this position:

- Demonstrated experience in working as part of a team.
- Ability to successfully manage and prioritise workload.
- Ability to support end-user hardware and software.
- Ability to train and support staff and students across the campus.
- Experience in managing a team workload in accordance with SLA's.
- Demonstrated track record of strong communication skills and initiative, with a focus on excellent customer service, professional interaction and personal presentation.

The following desirable criteria will be used as a guide in addition to the essential criteria to assist in determining a person's suitability for this position:

- Exposure to school working environments.

## **Applications:**

Applications addressing the above criteria are invited from committed Christians who should email a covering letter and CV, which will include the names and contact details of two professional referees and your current church Minister.

General enquiries and applications can be emailed to [recruitment@tasc.nsw.edu.au](mailto:recruitment@tasc.nsw.edu.au)

Should you wish to discuss the role in more specific detail, Mr Matthew Gebran, ICT Support Manager can be contacted on (02) 8567 4000.