ICT SUPPORT OFFICER

Port Vila International School is an Independent School located in Vanuatu, educating students from 3-years old to Year 12. PVIS is a charitable organisation overseen by a Board of Directors. The Board delegate responsibility for the management of the school to the Principal.

Reports To:

➢ Principal and/or Deputy/Assistant Principal as appropriate

Other Reporting Relationships:

➢ Pacific Networks Management

Position Purpose

The primary purpose of the ICT Support Officer is to support the day-to-day operation and maintenance of the school's ICT infrastructure and equipment. As the first point of contact, the IT Support Officer needs to be approachable and able to build effective relationships with the school community. Strong and effective communication is imperative. The ability to quickly problem-solve issues across a diverse range of technologies is critical. Maintaining a pragmatic, agile approach to support and being able to prioritise autonomously is essential.

Strong organisational skills as well as the ability to follow instruction and work to deadlines are important as are the ability to accurately maintain registers and documentation.

Integrity, honesty and an ability to maintain confidentiality is essential.

A large part of the day is working with students and staff directly in a Help Desk role. The training and education of students and staff is an important part of the role, and the Support Officer should invest time in learning the tools and troubleshooting steps. This may include any of the below responsibilities or others deemed appropriate to the situation at the time.

➢ To set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software based on a standard operating environment.

➢ Talk staff and students through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues. Create and improve our internal documentation and guides for staff and students for all tools used by the school.

➢ Provide advice and guidance to the school Principal on areas of risk to the school in relation to IT (cybersecurity, data protection, firewalls etc)

➢ To troubleshoot system and network problems, diagnosing and solving hardware or software failures.

➢ To support the roll-out of new approved school applications.

➢ Provision new users as required including system access for staff and students.

➢ To respond within agreed time limits to call-outs.

➢ To develop training materials and procedures, or train users in the proper use of hardware or software.

➢ To support Microsoft Office products, including O365 and OneDrive.

➢ Be available to respond to after hours network problems that affect the business continuity of the school.

➢ To support and experience the use of Windows Servers and Active Directory.

➢ To support Cloud Services like, Office 365 (including SharePoint), One Drive, Google Drive and applications around these platforms.

➢ Support the school's implementation of BYOD (Bring Your Own Device) for secondary students

➢ To use Pacific Networks, help desk system to monitor and manage calls into the business as well as monitor tickets.

➢ To support LAN/Wi-Fi and Basic WAN network. Firewall configuration and management.

➢ To support Pacific Networks to manage Microsoft Office 365 apps and services.

➢ To learn and support various new platforms developed by the school and key applications across all faculties.

➢ To provide the best and highest levels of services to all staff within the school and promote the ICT through excellence and good practice.

Support for and Co-Operation with Colleagues

➢ To work co-operatively with fellow staff members
➢ To support staff and students with trouble-shooting ICT issues and updating and maintaining the PVIS network
➢ To work directly with Pacific Networks and the Principal to ensure that the ICT is maintained and updated as directed
➢ To complete on the job and online training courses to increase knowledge and understanding of Office365 applications and administration to develop knowledge and understanding of the platform and the schools specific needs
➢ To contribute and share knowledge and areas of expertise with colleagues
➢ To encourage others and give assistance where possible
➢ To act on clear delegation from the Principal and Pacific Networks

Communication

➢ To communicate clearly and accurately and in a professional manner at all times
➢ To build positive relationships with school community
➢ To share relevant information with staff, students and other members of the community
➢ To communicate clearly and effectively with the Principal and Pacific Networks to ensure continuity of ICT service and access for all members of the community

Technical Environment

Business Systems	• MYOB (Finance and Accounting System) • Microsoft 365 including Office365, SharePoint, OneDrive, OneNote and Teams. Google Workspace • Zoom (Video Conferencing) • School Management System
Software, Network & Security	• CyberHound (Web Content Filter) • Microsoft 365 Security and Compliance Tools • VOIP phone system
User Operating Environment	• Windows 10 • macOS • Chromebooks • iOS and Android devices
Server Operating Environment	• Windows Server 2008 R2 • Windows Server 2012 • Windows Server 2016

Behavioural and dress expectations

➢ To be on time and ready to support staff and students by 7am each weekday morning
➢ To be dressed professionally and appropriately at all times

- ➢ To speak politely and professionally with members of the school community
- ➢ To ensure that at all times, interactions with students are appropriate and with another member of staff present
- ➢ To ensure that at all times, interactions with staff members are professional and appropriate
- ➢ Adhere to the Staff Code of Conduct

Contribution to Wider School Activities/ Community
- ➢ To participate in the corporate life of the school

Additional
- ➢ Any other duties as reasonably required by the employer.

Child Protection Awareness

Port Vila International School assures the **right** of every member to a safe environment and the **responsibility** of every person to promote safe practices. In particular, PVIS is committed to Child Protection and protective practices. This includes responsibility of the school's employees for Child Protection. The PVIS Child Protection Policy is available on the AllStaff SharePoint.

Work Health & Safety Requirements

As a *Worker,* while at work you must:
- ➢ Take reasonable care for your own health and safety.
- ➢ Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- ➢ Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- ➢ Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.

This position information document has been designed to indicate the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.