



Doctrina Vitae

**Bacchus Marsh
Grammar**

Position Description

Service Desk Officer



Bacchus Marsh Grammar
South Maddingley Road, Victoria
Mailing Address
PO Box 214
Bacchus Marsh, Vic 3340

CRICOS No:02911M
Reg. No:1919
ABN: 24 128 531 078
Email: school@bmg.vic.edu.au
Website: www.bmg.vic.edu.au



POSITION DESCRIPTION

POSITION: Service Desk Officer

ORGANISATIONAL UNIT: ICT Services

POSITION STATUS: Permanent, full time

CLASSIFICATION: Business Support Services Level 2

POSITION OVERVIEW:

The Service Desk Officer position is responsible for the effective support of all staff, students and parents in regards to ICT services provided by Bacchus Marsh Grammar. This position plays a key role in interacting with customers across the School, and requires an incumbent with the capability of communicating effectively to provide the appropriate level of service.

ICT Services include but are not limited to, desktop and laptop support, hardware and software troubleshooting, Chromebook support, printers, desktop software, basic networking, Windows Operating Systems, ChromeOS and phone systems.

KEY DUTIES & TASKS

1. Systems Support

- Customer support at BMG campuses as required onsite and offsite;
- Support Microsoft Windows 10/11 and ChromeOS operating systems;
- Hardware and Software troubleshooting;
- Support Audio/Visual equipment in classrooms;
- Mobile device management;
- Support VOIP phone services;
- ChromeOS management;
- Support desktop applications including Office 365; and
- Basic Active Directory support.

2. Security

- Ensure customer data security is maintained;
- Ensure customers are kept informed and follow security protocols; and
- Report any breaches of security to the ICT Operations Manager.

3. Process and Workflow Delivery

- Follow and assist in the development of ICT internal procedures;
- Develop and assist in the implementation of workflows and procedures for customers; and
- Maintain records as appropriate to workflows and procedures.

4. Training and Documentation

- Create documentation on service for customers and ICT staff in regards to the provision of ICT service; and
- Train customers in the use of technology and ICT services.

5. Child Safety

- Be familiar with and comply with the School's Child Safe Code of Conduct, responding to incidents, disclosures, and suspicions of child abuse, and any other policies or procedures relating to child safety.
- Assist in the provision of a child-safe environment for all students.
- Demonstrate duty of care to all students in relation to their physical, emotional, and mental wellbeing.
- Complete all School assigned learning by the required due date.

6. Managing Self and Professional Skills

- Manage own behaviour in accordance with the Staff Code of Conduct.



- Adhere to and comply with Child Safe Standards regulations and Child Safe Code of Conduct.
- Adhere to and comply with all WHS policies, procedures and relevant legislation.
- Comply with legal, regulatory, ethical, environmental and social responsibilities and requirements.
- Manage own development and professional learning relative to this position.

7. Working with People

- Contribute as a proactive and effective member of a vibrant professional services team, whose activities integrate and promote the organisation's values.
- Participate in meetings in an active and constructive manner.

8. Other duties

- The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

ORGANISATIONAL RELATIONSHIPS

- **Reporting directly to:** ICT Operations Manager. This position has a secondary reporting line to the Director of ICT Support.
- **Direct reports to this position:** None
- **Internal Relationships:** All staff, students and parents as required
- **External Relationships:** All vendors as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position has a broad range of authority relative to the position, to achieve the position objectives. The incumbent is expected to:

- Deal with any issues that involve working outside of the position description need the approval of the position's direct manager.
- Heed to guidance provided in the form of broad policy direction or legislative requirements established through the vision and direction of the School Council and the Principal. This position will normally resolve issues with minimal review by the Principal.
- Perform tasks within the limits of operational policies and procedures.
- Make independent and appropriate decisions as they relate to this position description in the operation of the School in alignment with principles underpinning School values and strategic objectives.
- Use sound judgement to determine what issues should be referred to other senior staff, including the Principal.

KEY SELECTION CRITERIA

Qualifications/Licences

- Certificate in ICT Support.
- First Aid Certificate (desirable, or willing to obtain).
- Working with Children Check (employment card).
- Australian driver's licence.

Demonstrated Experience and Skills

- Minimum of 2 years' experience within an IT Support Desk position.
- Experience within an Education environment desirable.
- Great communication skills.
- Ability to work autonomously, show initiative as well as working in a team.
- Excellent customer support skills.
- Experience with Windows Operating System and ChromeOS.



- Experience with general desktop applications including Office 365.
- Experience with iOS & Android.
- Experience using Service Desk software.

AUTHORISATION

Approved: _____

Date: _____

Debra Ogston
Principal

I, _____ have read and agree to abide by the requirements of
this position description.

Signed: _____ Date: _____