

ICT Service Desk Trainee (AV)

Applications for this position close: 9.00am, Friday 1 December. Although we reserve the right to make an early appointment if a suitable candidate applies.

- Ongoing, full-time position (part-time is available)
- Professional and values-driven environment
- Central location with free onsite parking

Who we are

Canberra Girls Grammar School (CGGS) is an independent non-selective school in the Anglican tradition that caters to approximately 1,300 students. It has earned a reputation as a leading institution in girls' education. CGGS is an International Baccalaureate (IB) World School, offering the Primary Years Programme (PYP), the Middle Years Programme (MYP), and the Diploma Programme (DP).

The School's primary goal is to nurture well-rounded, highly educated, ethical, and purposeful children and young women. At CGGS, we are dedicated to excellence, and our team is passionate, supportive, and innovative. Joining CGGS is an opportunity to be part of a community that is committed to providing outstanding educational experiences for all students.

The Role

This role is responsible for managing high-level and responsive service desk support that exceeds our client's expectations. Duties include:

Essential Duties and Responsibilities:

- Level 1 end user application and device support and troubleshooting.
- Classroom and educational technology support and troubleshooting.
- Respond to requests through IT helpdesk.
- Event AV assistance and support, including livestreaming and video editing.
- Installation, configuration and commissioning of new staff/student accounts and devices.
- Service calls to troubleshoot, diagnose, and resolve customer issues.

Other responsibilities include:

- Escalate cases to Team Leader or external consultants if and when required.
- Staying up to date with the latest developments in industry trends and technology being used.

This is an ongoing, full-time position with part-time being available for the right candidate.

Canberra Girls Grammar School (CGGS) is committed to child safety. As such, the successful applicant will be expected to satisfy child protection screening and adhere to the School's Child Protection Policy and Code of Conduct. These documents may be downloaded from the School's website or are available from the School.

All staff at CGGS must:

- Always demonstrate and ensure compliance with the School's Child Protection Policy and Code of Conduct and complete regular training in Child Protection standards.
- Promote the safety and wellbeing of children and young people to whom we provide services.
- Ensure that their interactions with children and young people are positive and safe.
- Provide adequate care and supervision of children and young people in their charge.
- Act as a positive role model for children and young people.
- Must hold, or have the ability to obtain, a current Working with Vulnerable People Check (WWVP)

The Benefits of Working at CGGS

- Values-driven, collegial culture
- Remuneration and terms and conditions that compare favourably with those in other school sectors in the ACT
- Above minimum rate options for superannuation for permanent staff
- Stimulating work & learning environment
- The provision of an Employee Assistance Program
- Free influenza injections
- Fee concessions for members of staff with children at our school
- A generous professional learning budget
- Free onsite parking

Applications

Further information, including the position description can be found on the School's website

www.cggs.act.edu.au. Applications should be made via the online application form on the Employment page of our website <https://employment.cggs.act.edu.au/>.

Applications should include a current resume and short cover letter. Applications will be reviewed as received.

Queries regarding this position should be directed via email to employment@cggs.act.edu.au. Please note that applications cannot be accepted via the employment email address.