

# Position Description

Position	ICT Service Desk Trainee (AV)
Reports to	ICT Service Desk Coordinator
Type	Full time; Option for Part Time is available. Ongoing position – an average of 38 hours per week, Monday to Friday
Classification	ICT Technician Level 1.1; Independent Schools ACT (Support and Operational Staff) Multi-Enterprise Agreement 2021
Last updated	November 2023

## The Role

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

## Duties

*It is the nature of the work at Canberra Girls Grammar School that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in the position description.*

### 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.

## Essential Skills/ Experience

- Ability to work flexible hours (occasional)
- Exceptional customer service skills required.
- Excellent verbal and written communication skills are essential.
- Ability to rapidly learn and apply new ideas and processes.
- Strong time management skills and the ability to work autonomously and as part of a team.
- Excellent problem-solving skills.
- Ability to document process and procedure.
- Ability to prioritise work, follow procedures and focus on obtaining desired outcomes.
- Attention to detail essential.

## Child Safety Requirements

Canberra Girls Grammar School (CGGS) is committed to child safety. As such, all staff are 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 Human Resources.

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 your interactions with children and young people are positive and safe.
- Provide adequate care and supervision of children and young people in your 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)