

POSITION DESCRIPTION – ICT HELPDESK ADMINISTRATOR

- POSITION TITLE:** ICT Helpdesk Administrator
- REPORTS TO:** Helpdesk Supervisor
- RESPONSIBLE FOR:** To provide excellent and friendly ICT support to the students and staff of St Andrew's College, as part of the existing ICT team. This role will be based in the help desk support area, with students bringing their laptops to you for assistance with network connectivity, printing, Microsoft Office support, and general troubleshooting.
- KEY RELATIONSHIPS:**
- Internal:
- ICT Team
 - Teaching Staff
 - Support Staff
 - Students
- External:
- Parents/Caregivers
 - Vendors (for tech support of Software apps/services used in the College)

CORE VALUES OF ST ANDREW'S COLLEGE:

St Andrew's College offers pre-school to Year 13 education which is;

- Independent.
- Co-educational.
- Christian in its ethos, derived from its Presbyterian foundation.
- Scottish in traditions.
- Focused on excellence, the love of learning and encouraging each student's highest personal achievement.
- Caring, supportive and stimulating.
- Attentive in its provision of opportunities for the development of the values and skills necessary to make a positive contribution to local and global communities.
- Able to offer boarding accommodation during the school year from Years 9–13.
- Inspirational and encouraging, by providing the appropriate support for each student to achieve their potential.

Values – principles in all we do.

VALUE	
Truth Pono	We seek knowledge and act with integrity.
Excellence Kairangi	We strive for our best.
Faith Wakapono	We step forward in confidence.
Creativity Auahatanga	We dare to imagine and make a difference.
Inclusivity Kanorau	We value diversity and embrace difference so we all belong.

DUTIES / KEY RESPONSIBILITIES:

The below statements are intended to describe the general nature and level of work to be performed within the role. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

1. Provide technical and application support for staff and students. Assist with the delivery of ICT professional development of staff where appropriate.
2. Respond to Helpdesk enquiries across the College, which can be made via phone, the online ticketing system, email, or in person.
3. Monitor the Helpdesk ticketing system, assign/review priorities in consultation with ICT Helpdesk Supervisor.
4. Deliver technical services and support for the daily operation of College computers and network systems.
5. Install, administer, test and maintain College computer workstations and associated equipment across the campus.
6. Maintain a positive outlook when dealing with students and staff and liaise and work collaboratively with all members of the ICT team.
7. Keep up to date with technical developments and solutions and share with Helpdesk team through the fortnightly team meeting and ICT Wiki.
8. When requested by the Helpdesk Supervisor or the Chief Information Officer, carry out any other duties that are associated with the above tasks, in a timely and efficient manner.

EDUCATION, EXPERIENCE, SKILLS, QUALIFICATIONS:

1. Bachelor's degree or equivalent in an ICT related discipline.
2. Have experience in installing, operating, and maintaining a wide range of computer applications on Windows and Apple Mac based platforms.
3. Have experience in troubleshooting end-user issues, hardware installation on desktops, and troubleshooting network issues (both wired and wireless).
4. Have excellent interpersonal skills, be comfortable with communicating at all levels, from students to teaching staff to senior management. This includes over the phone, by email, and face to face.
5. Be able to work unsupervised and manage time effectively.
6. Be thorough and detailed in all aspects of their work.
7. Be a logical thinker with good problem-solving ability.
8. Be able to work in a team to provide technical services across the College Campus (including Pre-school, Preparatory and Secondary Schools).
9. Good all-round technical knowledge of desktops, hardware and software.
10. Ability to document clearly, regularly, accurately, and efficiently.
11. 18 months+ ICT support in an educational environment.
12. Microsoft Active Directory/DNS/DHCP/Intune.
13. Microsoft 365 and SharePoint.
14. Scripting for automation using PowerShell.

PERSON SPECIFICATION:

1. Personal qualities of honesty, integrity, enthusiasm and approachability;
2. Ability to work both independently and as a member of a team;
3. Ability to work calmly and positively in all situations;
4. Loyalty and commitment to students and their parents and staff;
5. Be supportive of the strengths of the school, and exercise discretion and confidentiality;
6. Always interested in the wellbeing of students;
7. Excellent people skills;
8. Ability to work independently;
9. Attention to detail.