



Applicants must hold a current Working With Children Clearance and a Police Clearance, and be supportive of the Catholic ethos of the College. Applications including after hours contact details should be sent to The Principal, John Paul College, PO Box 4552, Kalgoorlie 6430. An application form can be downloaded from the College website

Technical Support Officer

The Technical Support Officer is responsible for helpdesk requirements for staff and students and trouble-shooting solutions as required. The Technical Support Officer is responsible directly to the Business Manager.

Responsibilities:

1. Promote a continuous-improvement culture.
2. Identify, prioritise and log email, web queries using the service desk ticketing software.
3. Actively assist with updating, maintaining and monitoring College digital systems to ensure the uptime, security and performance reliability of the environment.
4. Assist College staff and students with device and software setup.
5. VMWare Infrastructure Management.
6. Microsoft Windows Server Infrastructure Design/Management/Deployment/Maintenance.
7. Microsoft Windows Desktop Environment Design/Management/Deployment/Maintenance.
8. Develop, test and implement SOE environments ensuring all software is current and appropriate licenses are in place.
9. Performance updates to SOE image where necessary and coordinate implementation.
10. Management of offsite server infrastructure for backup.
11. Maintain security systems, liaise with 3rd party suppliers for diagnosis of complex issues and future update/upgrade planning.
12. Manage and monitor data storage requirements.
13. Manage CEWA user accounts.
14. Provide technical support and expertise in the management of future projects as they relate to organisational requirements.
15. Office 365 application related tasks including training and development of staff (Teams, SharePoint, OneNote).
16. Identify and manage resources required for the planning, development and delivery of specified information and communications systems/services.
17. Contribute to helpdesk requirements for staff and students, troubleshooting solutions as required in and out of the classroom.
18. Interface with CEWA as the John Paul College technical representative in regard to system requirements, in addition to creating and managing CEWA IT Helpdesk tickets.

Competencies:

- A sensitive appreciation for the Catholic ethos of the College.
- Excellent verbal and communication skills and experience in the application of customer service principles and practices.
- Excellent interpersonal skills and ability to work unsupervised and in a team environment.
- Ability to organise and prioritise tasks effectively.
- Ability to be resourceful and identify innovative solutions to support information systems and technology in a classroom setting.
- Relevant qualifications and experience with strong technical knowledge in both a Windows and Mac environment.
- Microsoft Certified Professional - desirable.