

St Mary's College is a Good Samaritan Catholic girls' school for Years 7-12. The College is a technology-rich environment which encourages innovation and creativity. Applications are invited for the following position:

ICT SUPPORT 5 Year Contract

The successful applicant will join a small ICT support team which manages a large and sophisticated IT system. The College supports over 1,200 users and 2,500 devices on various platforms with an extensive administration system.

Key responsibilities:

- Working within the ICT team to maintain the day-to-day operations, reliability and smooth running of the ICT systems.
- Providing day-to-day support for the maintenance and development of the ICT infrastructure and staff and student devices.
- Responding to daily support requests by providing resolution for all ICT systems including service and repairs to all College devices, peripherals, printers, servers and the network.
- Providing software and application support for staff and students.
- Performing roll-outs, maintenance and repair of ICT systems for staff and students.
- Providing and communicating technical knowledge and support issues to staff and students.
- Procuring, delivering, picking up, installing and setting up ICT equipment.
- Liaising with third party suppliers to resolve issues.
- Documenting and maintaining Helpdesk tickets and work completed.

Essential criteria:

- A minimum three years proven experience in an ICT Support role.
- Experience in providing Level 1, 2 and 3 support.
- Strong communication, documentation and interpersonal skills along with the ability to work independently and within a team environment.
- Demonstrated self-starter with initiative, drive and energy.
- Experience in customer support in a busy work environment.
- Reliable and willingness to learn.
- A level of fitness is required to perform the physical aspects of the role.
- An appropriate/relevant degree of IT qualification or Certificate/Diploma in Information Technology with an emphasis on IT support.

Desirable Criteria:

- Excellent problem-solving and technical skills for Apple, PC and Chromebooks.
- Advanced knowledge of Microsoft Office and G Suite Apps.
- Experience working with Windows Server 2003-2012, Active Directory, MS Exchange.
- Experience with Mobile Device Management.
- Experience with virtualisation technologies, VMware, Veeam.
- Experience with network support (LAN/WAN, VPN, firewall, switching, routing, WAPs and remote access).

Please submit a letter addressing the above criteria, a resume, copies of qualifications, the names and contact details of two professional referees, and an application form (refer College website www.stmarys.nsw.edu) to Dr Frank Pitt, Locked Bag 42, Wollongong 2500 or email to stmarys@stmarys.nsw.edu.au. Child protection legislation requires the successful applicant to supply a Working with Children Check. Enquiries to Jane Edwards on 4228- 6011. **Applications close on Friday, 27 April 2018.**