



Office Administrative Assistant - ICT

POSITION SUMMARY

POSITION TITLE:	Office Administrative Assistant - ICT
AWARD:	Educational Services (Schools) General Staff Award 2010
RESPONSIBLE TO:	ICT Services Manager
TYPE OF EMPLOYMENT:	Full time
QUALIFICATIONS:	Certificate / Diploma in relevant field is desired, such as Business Administration. 3-5 years' experience in Microsoft Windows, Office Systems, Office365, Teams and SharePoint. 3-5 years' experience in an IT support environment. 3-5 years' experience in vendor management.

KEY SELECTION CRITERIA

- Problem-solving skills that demonstrate the ability to identify problems, determine causes, evaluate alternative solutions and make recommendations.
- Excellent / strong organisational, planning and time management skills.
- Ability to manage multiple tasks / priorities.
- Effective written and oral communication skills for concise communication with internal and external parties.
- Interpersonal skills to effectively work with co-workers and external parties.
- Must be able to deal with interruptions and changing priorities in a constructive manner and remain concentrated on tasks at hand and the 'bigger picture'.
- Ability to prioritise work to meet the needs of the ICT Services Department.
- Ability to work independently and as a member of a small, dynamic ICT team to achieve strategic goals and targets.

POSITION OBJECTIVES

- To support and maintain the Christian ethos of Life Ministry Centre Ltd and its division, Oxley Christian College, by demonstrating a dynamic Christian faith, unity of purpose, loyalty to all staff and adhere to the policies and procedures of the College.
- To be an effective member of the ICT team, providing excellent administration support to the ICT Services Department by demonstrating the ability to work within a multi-disciplinary team, in a very busy environment.
- To work collaboratively with the ICT team in the delivery of quality IT services and systems for all users in accordance with internal policies, processes and procedures.
- To establish and maintain good relationships with other team members, teachers and other staff by recognising the contribution each member makes to the College and Life Ministry Centre Ltd.
- Maintaining a personal appearance appropriate within the school setting and in accordance with the approved dress code.

SPECIFIC ACCOUNTABILITIES

The specific role and responsibilities of an Office Administrative Assistant within the ICT team are as follows.

- Serve in the ICT department, by maintaining department documentation relating to processes and procedures, status reports, meeting agendas and minutes.
- Coordinate the asset warranty process, including liaising with service provider partners to obtain desirable outcomes, and recording and monitoring asset and warranty changes.
- Maintain the ICT services desk system by:
 - a. updating student, staff and parent information;
 - b. capturing and reporting asset configuration changes;
 - c. capturing and reporting consumables usage and changes;
 - d. capturing and reporting warranty changes; and
 - e. keeping technical knowledge base up-to-date.
- Monitor ICT-related software support, licensing, and hardware asset management usage.
- Work collaboratively with the ICT team in the delivery of quality ICT services for all users and systems in accordance with internal policies and procedures.
- Assist the ICT Services Manager in a variety of maintenance and development projects as required.

OTHER RESPONSIBILITIES / DUTIES

As directed from time to time by the ICT Services Manager.

CONFIDENTIALITY

The employee must maintain strict confidentiality with reference to all matters relating to students and staff, both within the College and outside, in accordance with the provisions of the Privacy Act 1988.

HEALTH AND SAFETY

The employee is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the workplace and maintain a thorough knowledge of emergency procedures and contacts.

QUALITY ASSURANCE

The employee is required to participate with the College in any Quality Assurance Program from time to time and to be committed to excellence in all aspects of care and cost containment within their area of responsibility as part of the administrative team.

SPECIAL REQUIREMENTS

Attend College Open Days and all other public and after hours functions as requested by the Principal (such as Staff Dedications).