Position Description

Helpdesk Officer

POSITION TITLE	Helpdesk Officer
STATUS	Fixed-term replacement contract Start date negotiable - 19 January 2026 – 10 December 2026
CLASSIFICATION	Walford Anglican School for Girls Enterprise Agreement (2023) or its replacement School Services Staff, Resources Stream Grade 1
HOURS OF WORK	22.5 hours per week for 40 weeks per year. The 40 weeks comprises 38 weeks term time and Week 0 of Term 1 and Week 9 of Term 4. Days of the week and start and finish times to be agreed in consultation with our Head of Information and Learning Technologies.
REPORTING TO	All staff report to the Principal. The Helpdesk Officer reports through the Head of Information and Learning Technologies.

Role Description

The Helpdesk Officer is responsible for providing Level 1 and 2 Helpdesk tasks to support the efficient IT operations of the school including managing support tickets, asset inventory and liaising with external suppliers.

The Helpdesk Officer will provide students, staff, parents and the School community with a wide range of technical support with a focus on high levels of customer service and satisfaction.

At the direction of the Head of Information and Learning Technologies, the Helpdesk Officer is responsible for assisting with basic technical support for events including assemblies with assistance from other IT staff as required.

Responsibilities

General
- Support the Anglican ethos of the School.
- Live the School values of Courage, Commitment, Community and Growth.
- Comply with School policies and procedures, and its commitment to child safety.

- Support the School's mission to develop compassionate and courageous women who live lives of meaning, purpose and principle; and its vision to be a flourishing, connected learning community that enables each student to achieve her best, her way.

Helpdesk Operations
- Provide Level 1 and 2 IT support to members of the School community.
- Updating and maintain accurate Helpdesk tickets.
- Maintain accurate and up to date ICT documentation.
- Provide high levels of customer support to all members of the School community.
- Liaise with external suppliers to coordinate the repair of IT equipment such as printers or classroom audio-visual equipment.
- Provide basic support for running assemblies and other smaller events or presentations.

Maintain Inventory Systems
- Update and Maintain inventory records for laptops, desktop and peripherals.
- Ensure accurate records are maintained for all loan equipment.
- As requested, perform physical asset audits to ensure the accuracy of the database.
- Keep up-to-date records of other school technology including Audio Visual, Printer and networking equipment.
- Audit and maintain the stock of print toner and other consumables.

Working Hours

Normal hours of operation are 8.30am – 4.30pm. Some flexibility with start and finish times may be required to support the operations of the School, as negotiated with the Head of Information and Learning Technologies.

Person Specification

Essential Qualifications and Experience
- Keen interest in technology and related systems.
- High levels of organisation and the capacity to respond to queries in a timely manner.
- Experience with helpdesk ticketing and asset management software is highly desirable.
- Basic Troubleshooting skills.
- Working with Children Check (WWCC).
- Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) (Fundamentals and Masterclass).
- HLTAID 012 Provide First Aid in an Education and Care Setting.

Personal Attributes
- Energy, initiative and a friendly disposition.
- High levels of customer service skills.
- Highly developed interpersonal and communication skills and experience communicating with a wide range of community members.
- The ability to work within and promote a positive team environment, and to work with a variety of people across an organisation.
- Willingness and ability to learn new skills.

Desirable Qualifications and Experience
- Knowledge or Experience in supporting the following software systems or similar
  o Microsoft Office Applications
  o Canvas LMS
  o 3D Printers
  o Apple Mac and iPads

- Basic Troubleshooting skills in the following systems
  - Classroom Projectors and TVs
  - WiFi Connection Issues
  - Account and Password Resets
  - Printing Issues

Acknowledgement

This Position Description has been developed to indicate the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and requirements of employees assigned to the role. The staff member may also be required to perform any other duties that they may be directed to perform which could be reasonably considered relevant to the position.