

IT Support Officer/Help Desk

The IT Support Officer serves as the initial point of contact for hardware and software support, effectively diagnosing and resolving IT issues to facilitate seamless operations within NBCS. By promptly addressing technical concerns, this role ensures that learning takes place effectively and the school can function smoothly, thereby advancing our mission of Excellence in Education, Christianity in Action.

Reports to: IT Director

Areas of Responsibility

- Help Desk
- Maintenance
- Life of the School

Help Desk

- Respond promptly to service issues and requests via phone, in-person, or email
- Provide technical support for hardware, software, and account access issues
- Determine the best solution based on the issue and details provided
- Offer clear, step-by-step guidance to users
- Document events and issue resolutions through the ticketing system
- Maintain regular communication with users, updating them on status and pertinent information
- Escalate complex issues to senior team members when necessary
- Install and configure IT hardware and software
- Manage and track loan devices
- Liaise with third party suppliers as needed

Maintenance

- Execute hardware and system maintenance in accordance with the service schedule
- Repair and replace equipment as necessary
- Test and evaluate new technology solutions
- Update documentation to ensure accuracy and relevance

Life of the School

Support the Principal in developing and maintaining the professional culture, a safe work environment and upholding the School community:

- Actively support the Christian identity and purpose of the School
- Uphold the values and expectations as described in the Staff Code of Conduct
- Treat colleagues, students and parents with dignity, respect, and the utmost professionalism
- Support colleagues in their ongoing professional learning journey by sharing resources and expertise
- Commit to personal and professional growth through active participation in the School Professional Growth strategy
- Assist in monitoring a safe and secure school environment for self, staff, and students
- Contribute to the development of policy, procedures, and processes

Role interactions:

Liaises directly with:

- IT Team
- Senior Leadership
- Executive Staff
- Teachers
- Administration
- External suppliers/providers
- Students
- Parents as required

Requirements (knowledge, skills, abilities, behaviours):

- Resourcefulness, initiative, and problem solving
- Ability to learn quickly and apply new knowledge
- Exemplary customer service skills with keen attention to detail
- Ability to work proactively and autonomously within a strong team environment
- Effective time management
- Reliability and follow-through
- Resilience to work in a dynamic work environment
- Strong written and verbal communication skills
- Proficiency in Microsoft Office 365 programs and strong computer literacy

This position description is a guide only and is not intended to be an exhaustive or exclusive list of duties for this position.