

# Casual IT Help Desk Analyst | Position Description



**Position Title:** Casual IT Helpdesk Analyst

**Reporting to:** IT Operations Manager

## Position Summary:

Ascham values staff who demonstrate a positive and proactive approach to their work and have a willingness to participate in the life of the School. We look for vibrant, dedicated, and capable team members who display initiative, empathy, a good sense of humour and professional behaviour to achieve the School's objectives.

This casual role has the primary responsibility of responding to IT support requests from Ascham Students, Staff and Parents. This position is important as it is the customer face of IT, delivering timely and customer focused IT services.

## Duties and Responsibilities:

### General Responsibilities:

- Respond to, log and resolve a range of first level IT requests via phone, email or face to face.
- Responsible for troubleshooting incidents occurring with school owned ICT hardware and software.
- Deliver limited first level support for Student's BYOD laptops.
- Proactively solve user issues and escalate when appropriate.
- Demonstrate a commitment to high-quality customer service principles, practices, and attributes.
- Contribute to an open culture of teamwork and the pursuit of high performance and continuous improvement.
- Develop and maintains departmental documentation.
- Ensure compliance with the School's Code of Conduct and all other internal Policies and Procedures.

### Professional Behaviour

- Contribute to the life of the School
- Behave in a professional and confidential manner at all times
- Provide assistance to members of the department and share resources

### Essential Criteria:

- Desire to work in a Helpdesk or Desktop Support environment.
- Understanding of Microsoft technologies, including servers, desktop, and applications.
- Good knowledge of Mac OS and an understanding of basic print and AV services.
- Excellent written and verbal communication skills.
- A valid Working with Children clearance.
- Knowledge of ITIL standards desirable.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_