



Ursula Frayne Catholic College

Computer Technician / Helpdesk Support

Commencement Date: As soon as practicable

Salary & Award: Level 4.

F.T.E. Full time

Annual Leave: Four (4) weeks.

The Role:

The primary function of the Computer Technician is to provide technical support to the I.C.T. function of the College. Trouble shooting and dealing with onsite help for a range of enquiries and issues as well as assisting in the maintenance of the College I.C.T. network.

Statement of Duties:

1. On Site Helpdesk

- Assist staff and students with the following:
 - Document printing issues.
 - Software enquiries.
 - Login errors.
 - General troubleshooting matters.
 - Data entry
 - Reporting.
 - Basic training.

2. Technical Support

- Deployment of software.
- Imaging of PCs and laptops.
- Creating new logons.
- Experience in software and hardware applications as detailed below.

3. Additional Duties

Assist the I.T.C. Manager and Business Manager as required.

Desirable / Preferable Skills

- Good trouble shooting skills.
- Ability to prioritise.
- Contribute to Helpdesk knowledge base.
- Remote desktop.
- Experience with:
 - o MS, XP, Vista, Server 2003.
 - o Adobe suite.
 - o Altiris.
 - o Veritas Data Recovery.
 - o MS SQL.
 - o MS Exchange.
 - o MS Terminal Server.
 - o MS SQL.
 - o Maze.
 - o Marksbook.
 - o Web site design.
 - o VLANs.
 - o Networking switches.
- Strong communication skills – written and oral.
- Ability to work as part of a team.
- Own transportation.
- Working With Children clearance.