



**ALL SAINTS'  
COLLEGE**

## Duty Statement

# Technology Support Centre INTERN

**(0.3447 FTE: 15 hours / week)**

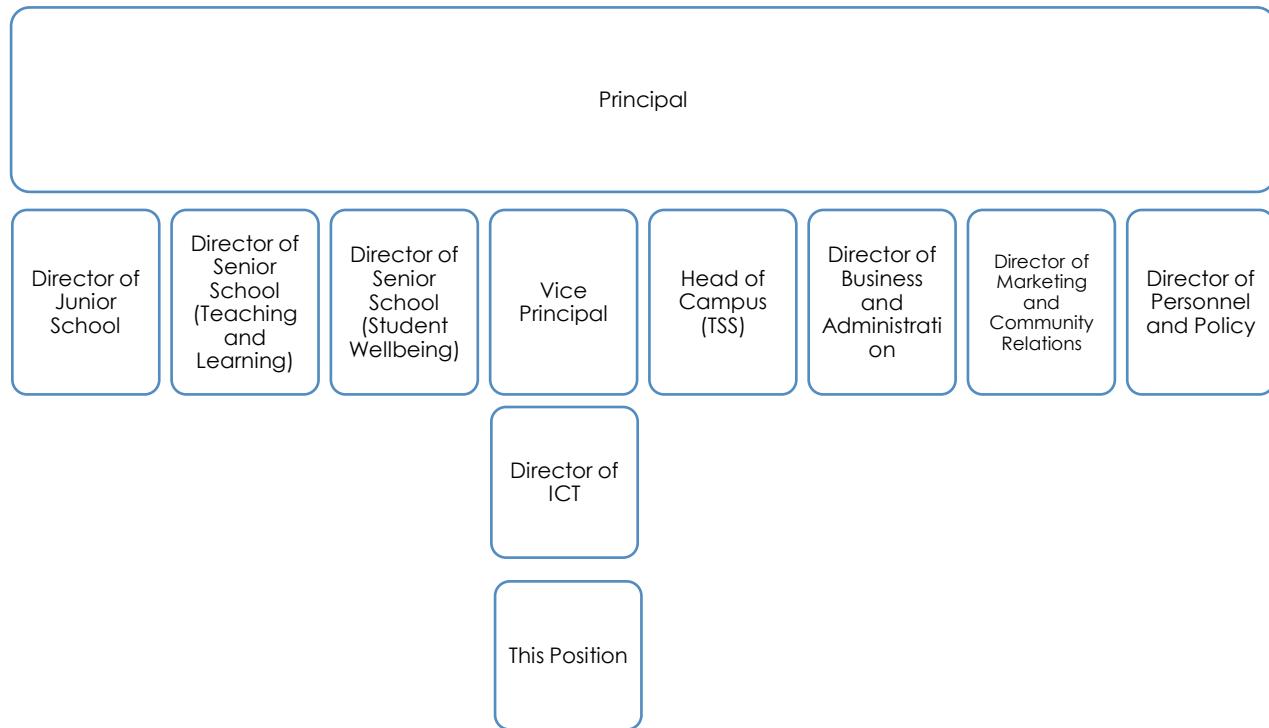
*All Saints' College, in partnership with its families, community and the Anglican Church, empowers students to develop their potential, becoming confident, compassionate and committed to worthwhile service to the local and global communities.*

### POSITION PURPOSE

Working with TSC team, the Intern will play a pivotal and exciting role in supporting teachers and students in all facets of the team's services. This role will be a challenging yet rewarding experience, in assisting teachers, students and the wider College community in using ICT to improve teaching and learning, and enhance the operation of the College as a business.

The successful applicant will work in a team reporting to the Director of ICT and being mentored by senior members of the TSC team. The TSC Intern will have a positive and enthusiastic outlook, be able to work collaboratively with the team and demonstrate flexibility in the increasingly process automated ICT environment. They will have a passion for technology and assisting people to use ICT effectively.

### ORGANISATION STRUCTURE



### KEY RESPONSIBILITIES

The TSC intern will assist the Director of ICT and TSC staff to provide technical and general assistance.

#### Administration

- a) Update the TSC online ticketing system as and when appropriate.
- b) Add to the technology Knowledgebase as relevant and applicable
- c) Interact with ICT users as required.
- d) Work closely with other staff in TSC and Nexus to serve the College community.

### **Operational Support**

- a) Assisting with troubleshooting hardware and software issues for staff.
- b) Aiding the process of installing and updating software, drivers, and hardware components.
- c) Setting up notebooks, workstations and peripherals for new staff and staff changing location or after renovations.
- d) Providing general ICT assistance to College users, including students, teachers, other staff and parents in using ICT tools, systems, processes and practices.
- e) Helping to manage network configurations, including routers, switches, and firewalls.
- f) Assistance in the monitoring of system performance and network security.
- g) Assisting with data backup processes
- h) Supporting IT projects such as software development, system upgrades, or server modifications
- i) Working closely with senior IT staff on tasks like testing new applications or systems
- j) Participating in meetings and training to understand ICT processes and technologies used in the College
- k) Creating a 'Learning Journal' of elements and aspects of their development throughout the duration of their internship

### **Staff Expectations**

- (a) Serve as a good ambassador of the College. This includes conducting oneself in accordance with the professional standards of the College.
- (b) Take an active part in the general life of the College — supporting policies, procedures, aims and objectives in order to facilitate the day-to-day operation and promote a high quality of education within the college.
- (c) Attend staff meetings as required and, on occasions, extraordinary meetings.
- (d) Where possible, promote and assist in the extracurricular programme of the College, interacting with staff in activities outside the set daily timetable.
- (e) Ensure all students and parents are provided with quality service in a timely, efficient and friendly manner.
- (f) Maintain professional confidentiality concerning information about staff and/or students.
- (g) Strive to implement productivity, quality, and service improvements on a continual basis.
- (h) Remain abreast of current trends through participation in and contribution to professional development activities and relevant professional organisations.
- (i) Comply with Occupational Safety and Health requirements in the workplace.
- (j) Ensure that all documents are prepared and presented in a professional format in keeping with the College practice and that high standards of spelling, grammar and punctuation are maintained.

- (k) Operate as a 'team player' always and fully support the Principal, Leadership Team and activities of the College.
- (l) On occasions, you may be directed to undertake other duties as required.

*The College recognises that Duty Statements are dynamic documents.  
They are reviewed annually or as required.*

October 2024