



SCHOOL TECHNOLOGY SUPPORT OFFICER DATA INTEGRATION ROLE DESCRIPTION

Grade

Information Technology Staff: Service Desk Support Officer Level 1/2 based on experience.
NSW Catholic Independent Schools (Support Staff – Model B) Multi-Enterprise Agreement 2020.

Reporting

The School Technology Support Officer reports to the College Principal directly through the Network Manager.

Qualifications and Experience

Bachelor's degree or equivalent.
Applicants who are in their final year of a degree will be considered.

Role

The School Technology Support Officer, among a team of IT professionals, is responsible for supporting students and staff who use information and communications technologies (ICTs) at St Patrick's College.

Responsibilities

The duties of the School Technology Support Officer will have a focus on data integration and analytics across the College's Student Management Systems and other College datasets. As required, duties also involve the support of the College community (end users) at both desktop and network level.

The School Technology Support Officer will work within the College providing technical support through communication involving online helpdesk, phone support or face-to-face assistance.

Duties and Working Relationships

The School Technology Support Officer will report to the Network Manager and will work closely with other service desk staff.

Duties include:

- Data integration, database manipulation, database administration and data analytics.
- Responding to help desk queries from College staff, students and parents within set SLAs.
- Implementation of new educational technologies and applications.
- Documenting processes in a way that is informative to others.
- Performing other duties as required.



Essential Skills

- Experience using APIs to manage data and system integrations.
- Understanding of SQL and programming (preferably Python).
- Strong organisational skills, written and oral communication and presentation skills.
- Ability to work independently and as part of a team.

Desirable Skills

- Previous experience in an educational environment.
- Previous experience with student information systems and learning management systems.
- Previous experience with coding or in a development environment.

Other Requirements

- Adherence to the Professional Code of Conduct, all College policies, the requirements of the employment contract and the duties and responsibilities in the role description.
- Respect and uphold the College's Catholic values and ethos, while also respecting people of all backgrounds and faiths within the College community.
- Provide, hold and maintain a continuous Working With Children Check clearance for the duration of employment.

Classification and Salary

Remuneration is in accordance with the *NSW Catholic Independent Schools (Support Staff – Model B) Multi-Enterprise Agreement 2020*, depending on the qualifications and previous experience of the candidate.