

Westvic Staffing Solutions Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community-based company and has since evolved as a leading regional provider of employment and training services throughout Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity of the South West Region
- Providing a bridge between school and employment

What is Apprenticeship Employment Network?

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

What is an Australian Apprenticeship / Traineeship?

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

What is a Training Agreement?

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee and explain the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Network.

Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name:

Date PD Issued:

Position: Junior Service Desk Officer - Certificate IV in Information Technology

Host Employer: Bacchus Marsh Grammar

Supervisor: ICT Service Desk Manager

Host Employer Address: South Maddingley Road, Bacchus Marsh VIC 3340

Westvic Staffing Solutions Apprentice/Trainee Consultant: Alex McCarthy

Overview of Duties

1. Systems Support

- Provide customer service support across all BMG Campuses as required (onsite and offsite).
- Maintain a consistent flow of service through the ICT Service Desk platform;
- Troubleshoot Hardware and Software related issues;
- Configuring and/or imaging new and existing devices;
- Provide support to Modern Microsoft Windows iterations and ChromeOS Operating Systems;
- Provide support regarding Office365 and associated applications (Word, Excel, Outlook, Teams, ETC.);
- Mobile Device Management;
- Assist with VoIP Telephone Services;
- Assist with Audio/Visual equipment in Classrooms and Events; and
- Provide basic Active Directory support to clients.

2. Security

- Ensure Customer Data and Privacy is maintained at all times;
- Follow Security Protocols as per Bacchus Marsh Grammar policies; and
- Report any suspected breaches of security to the ICT Service Desk Manager for appropriate escalation.

3. Process and Workflow Delivery

- Adhere to and assist with the development of ICT internal procedures;
- Contribute to the implementation of workflows and procedures for customers; and
- Maintain records as appropriate to workflows and procedures.

4. Training and Documentation

- Gauge needs and facilitate Technical Documentation, as well as Customer Documentation (procedures and general instructions); and
- Provide training to clients in the use of ICT-related technology and services.

5. Child Safety

- Be familiar with and comply with the School's Child Safe Code of Conduct, and any other policies or procedures relating to child safety;
- Assist in the provision of a child-safe environment for students; and
- Demonstrate duty of care to students in relation to their physical and mental wellbeing.

6. Managing Self & Professional Skills

- Manage own behaviour in accordance with the Staff Code of Conduct;
- Adhere to and comply with Child Safe Standards regulations and Child Safe Code of Conduct;

- Adhere to and comply with all WHS policies, procedures and relevant legislation;
- Comply with legal, regulatory, ethical, environmental and social responsibilities and requirements; and
- Manage own development and professional learning relative to this position.

7. Working with People

- Contribute as a proactive and effective member of a vibrant professional services team, whose activities integrate and promote the organisation's values.; and
- Participate in meetings in an active & constructive manner.

8. Other duties

- The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Work Conditions:

Information Technology trainees may work for one person or a group of people. In some areas of employment, long hours of work and/or travel may be required.

Personal Requirements:

- Ability to communication with a wide range of stakeholders and users. E.g. administration, teachers, students, parents, etc.
- Positive attitude.
- Great technical ability.
- Ability to understand complex problems and devise effective solutions.
- The ability to work effectively within a team or independently as required.
- Time management skills: the ability to prioritise tasks and competing priorities.
- Punctuality.
- Great problem-solving ability.
- Deliver excellent customer service.
- Previous employment will be advantageous but not essential as entry requirements vary from role to role.

Qualifications and Licences Required:

- Drivers Licence
- Certificate III in Information Technology Digital Media & Technology (will be advantageous but not essential)

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- Hours Per Week: 38
- Days per Week: Mon-Fri
- Award / Agreement: National Training Wage Level A
- Superannuation: As per award
- Gross Commencement Hourly Rate: As per award
- Registered Training Organisation: Chisolm Institute

Copy to: Employee

Host Employer

Main File

Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name:

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name:

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____