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| **Information Technology****Position Description** |
| **Position:** Certificate III in Information Technology | **Date PD Issued:** 12/02/2025 |
| **Host Employer:** IONA College | **Supervisor:** Michael Hughes |
| **Host Employer Address:** 242 Horseshoe Bend Road, Charlemont 3217 |
| **Westvic Staffing Solutions Field Officer:** Amanda Cook |
| **Purpose**The Trainee ICT Support Officer will be the primary point of contact for all students, staff and College community members seeking technology support which is assisted and guided by a senior ICT Support Officer. The role is responsible for providing face to face, phone or email support to all College members. The Trainee ICT Support Officer, will be expected to grow throughout the traineeship to a proficient level in the role of ICT support through tertiary training and real-world experiences guided through the skilled ICT staff at Iona College. |
| **Duties of Position:**The Trainee ICT Support Officer is expected to ensure all daily duties are completed. The Trainee is to assist the ICT/AV Support officer and the broader ICT services team.  |
| **Tasks Involved:**An Information technology trainee may perform any or all of the following tasks:**Information Technology*** Assist in deploying and supporting various ICT equipment such as desktop/laptop PCs, switches, routers, printers, iPhones, tablet devices etc.
* Assess and lodge Warranty and Insurance claims on behalf of students.
* Assist with the maintenance of peripheral devices such as digital displays, printers and other IoT technologies.
* Monitor ICT ticket system and escalate tasks were necessary.
* Assist with the deployment and support of various applications.
* Assist the IT team by providing general support where necessary.
* Maintain the ServiceDesk and ensure the space is clutter free and organised.
* Manage ICT equipment borrowing and loans.
* Set up and management of school BYOD devices – setting restrictions, wifi profiles and apps
* Support staff with all ICT related service jobs.
* General ICT service desk duties.
* Assist with other role related tasks as directed by the ICT Manager / Network & Systems Administrator or Leadership team.
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| **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. |
| **Key selection criteria** |
| **Qualifications and Licenses Required:*** Working with Children’s Check
* Police Check
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| **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.
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|  **Additional Information*** **Hours Per Week :** 38
* **Days per Week:** Monday to Friday
* **Award / Agreement:** National training wage
* **Superannuation:** 11.5%
* **Commencement Hourly Rate:** as per the award
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| **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\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_