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**MOUNT ALBERT GRAMMAR SCHOOL**

**Job Description**

**ICT Technician & Helpdesk Support**

**Responsible to**: Director of Finance and Operations, ICT and AV Team Leader

**Functional Relationships with:** All staff, all students, wider MAGS community (as the need arises)

**Hours of Work:** Fulltime (52 weeks per year, excluding annual holidays)

**Primary Objectives:** To assist the network manager and ICT staff with the maintenance of computer systems throughout the school and to assist staff and students with problem solving re ICT issues

**Key Tasks:**

ICT support, as directed by the Network Manager or other ICT staff:

* Monitoring the helpdesk system for job-related tickets.
* Attending to routine ICT enquiries from staff and students
* Diagnosing and troubleshooting errors and issues with different eco-systems including Apple, Microsoft and Chrome.
* Assisting with the maintenance of school computers around the school
* Performing other duties as required to support the running of the ICT Department.

**Pay Rate:**

This position is graded according to the Support Staff Schools Collective Agreement