****

**MOUNT ALBERT GRAMMAR SCHOOL**

**Job Description**

**ICT Helpdesk & Support (Technician)**

**Responsible to**: Director of Finance and Operations, Director of e-Learning, Network Manager

**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 staff and students resolving ICT issues and to assist the network manager and ICT staff with the maintenance of computer systems throughout the school

**Key Tasks:**

As directed by the Network Manager or other ICT staff, include but are not limited to;

* Assisting staff and students with ICT issues such as usernames and passwords, wi-fi connections, printing problems, etc.
* Assisting with the setup of new computers and AV setups
* Maintaining the tidiness and inventory of the ICT storerooms
* Performing other duties as required.

**Pay Rate:**

This position is graded as Support Staff in Schools Collective Agreement Grade B.

28 April 2022