

# Information Technology Help Desk Officer



**LORETO  
COLLEGE**

**Marryatville, South Australia**

**[www.loreto.sa.edu.au](http://www.loreto.sa.edu.au)**

**Role:** Information Technology Help Desk Officer

**Terms:** Permanent full-time – 37.5 hours per week  
52 weeks per year

*Flexibility will be needed as some out-of-hour's work will be required*

**Commencement Date:** 22 June 2026

**Classification:** Education Support Officer  
Resources Stream Grade 3 Year 1

**Responsible to:** Director of Information Technology

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## About Loreto

The Mission Statement for Loreto Schools of Australia states:

*A vigorous belief in the capacity and responsibility of women to contribute significantly to society and to the church underlies the emphasis in our tradition on the education of girls.*

*It builds on Mary Ward's conviction that 'women in time to come will do much' and is inspired by her independence of spirit, her strength of mind, her tenacity and her courage in breaking new ground. Yet, for all her passion to redress an imbalance, her fundamental belief was that men and women alike found their deepest truth and ultimate value in God. There is still an urgent need today to recreate the vision of what it is to be fully human, for men as well as women. It is therefore our task to educate beyond the stereotypes. It is our hope that those involved in our schools will act freely, courageously and in a spirit of collaboration to affirm the dignity of each individual and to further the cause of human rights.*

*This is our vision: that Loreto schools offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service.*

All Loreto schools in Australia share the same set of values: freedom, justice, sincerity, verity and felicity. These values are at the heart of our educational philosophy and shape our identity as a school.

## Position Overview

The Information Technology Help Desk Officer will deliver high quality IT support to the entire College. The key purpose of the Information Technology Help Desk Officer is to provide frontline technical support to students and staff. The Information Technology Help Desk Officer ensures the smooth operation of classroom technology, manage help desk ticketing systems, networks and software.

The Information Technology Help Desk Officer is to work under the direction of the Director of Information Technology.

## Key Responsibilities

### IT Support

- Provide support to staff and students in their use of ICT.
- Perform preventative maintenance on College IT equipment.
- Perform repairs to College IT equipment, or process warranty claims.
- Configure and troubleshoot boarders' personally owned educational devices.
- Maintain active directory and Office 365.
- Support staff and students in the use of O365.
- Support and maintain VOIP phone system.
- Maintain all printer fleets and papercut.
- Assist staff and students in the use of Loreto Connect.
- Support students in the use of Wi-Fi.
- Maintain all Wi-Fi access points across the College.
- Ensure running of switches network infrastructure.
- Set up booked equipment for use during assemblies and special school events.
- Set up and operate AV equipment for presentations and events, some of which may occur out of school hours.
- Image desktop machines.
- Maintain system documentation.
- Reset passwords.
- Attend and contribute to IT meetings.
- Under direction of Director of Information Technology, reallocate tasks according to priorities.

### Mission, Ethos, and Professional Conduct

- Embody and promote the Loreto mission, values and the charism of Mary Ward in all aspects of College life.
- Actively support the Catholic ethos through participation in prayer, retreats, social justice initiatives, and service activities.
- Model Christian values of integrity, respect, and compassion in all interactions with students, staff, and families.
- Maintain confidentiality and uphold the highest professional standards within the College and wider community.
- Manage information and communication responsibly, in accordance with College policies including Privacy and Responsible Use of Technology.
- Publicly support and uphold the College's policies, strategic plans, and professional standards, including the Safeguarding Children and Young People Code of Conduct.
- Undertake any other duties as directed by the Principal.

## Person Specification – Essential Criteria

### Essential Skills & Experience

- Commitment to high level of customer service
- Ability to trouble shoot, repair and reconfigure desktops and laptops (PC and Mac), printers and other IT equipment
- Knowledge of network configuration and security
- Ability to work in a Helpdesk environment
- Strong problem-solving skills with the ability to troubleshoot complex IT issues.
- Experience in providing technical support in a similar role, preferably within an educational environment, understanding the specific IT needs of schools would be desirable.

### Personal Qualities

- Superior interpersonal skills, including the ability to listen and communicate effectively and empathetically to achieve successful outcomes
- Excellent communication skills, both written and verbal, that can be used effectively with customers, staff, students and parents
- Demonstrated ability to deal with sensitive information in a professional and confidential manner
- Ability to work independently, be self-motivated and proactive and also be an active and supportive contributor in a team environment

### Essential Qualifications

- Formal qualifications equivalent to Certificate III or IV or 2 years of full-time study, or be recognized as having equivalent competency
- Approved First Aid training
- Responding to Risks of Harm, Abuse and Neglect – Education and Care Training Certificate

### Special Requirements

The Information Technology Help Desk Officer will be required to work full-time in the Christmas holidays (December/January) to assist with major IT changes that occur at this time of year. In years where there are no major infrastructure and/or software changes scheduled, annual leave may be taken if requested.

## Work Health and Safety

### Teachers (including PORs), Non-teaching positions – WORKERS

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012.

As a *Worker*, while at work you must –

- take reasonable care for yourself and others in the workplace
- take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- comply, in so far as you are reasonably able, with any reasonable instruction given by the employer to allow the person to comply with the WHS Act
- cooperate with any reasonable policy or procedure of the employer relating to health or safety at the workplace that has been notified to workers
- do not bypass or misuse systems or equipment provided for any purpose
- report unsafe conditions or acts which come to your attention and address where possible. Notify your supervisor/manager of actual or potential WHS risks in your work area
- notify your supervisor/manager of incidents, injury, and pain or discomfort following a work-related injury/activity as soon as possible, preferably in the shift it occurs, but no later than 24 hours.

All workers are authorised to:

- stop any activity where there is imminent risk of harm to self or others and to the environment
- instruct others to stop a task considered to present a risk to health, safety and the environment
- raise and/or discuss health, safety, environment and quality matters with supervisors/managers or safety representatives where relevant
- notify a direct report and follow up on any health safety, environment and quality matters outside of one's ability or capacity to control
- escalate health, safety, environment and quality matters to an appropriate level

### Accountability

Catholic Church Endowment Society Inc (CCES) utilises a number of accountability processes to assess performance relating to the implementation of management system responsibilities. These processes apply to all personnel and are performance based.

The key process may include:

- supervisory arrangements (in accordance with organisational and site management structures)
- system review and verification activities; and
- performance appraisals

*Reference: Catholic Safety, Health Welfare South Australian, (12) v1*

## Annual Review

An Annual Review is undertaken with your line manager to provide feedback and discussion for professional growth.

### APPROVAL

Job Description Approved

.....  
Print Name

.....  
Signature Principal or Delegate

.....  
Date

.....  
Print Name

.....  
Signature Staff Member

.....  
Date

June 2025

## Applications

Applications for the position of Information Technology Help Desk Officer should be addressed to:

Ms Kylie McCullah  
PRINCIPAL  
Loreto College  
316 Portrush Road  
MARRYATVILLE SA 5068

## Terms and Conditions

- Formal qualifications equivalent to Certificate III or IV or 2 years of full-time study, or be recognized as having equivalent competency would be an advantage
- Responding to Risk of Harm, Abuse and Neglect- Education and Care certificate
- All applicants will be required to undergo a Working with Children Check and Catholic police clearance. Please attach any relevant certificates to your application.

## Included with your application

Please provide copies of the following documents:

- Address each of the Selection Criteria outlined in the position description.
- Your Curriculum Vitae
- The names, addresses and full contact details (including email address) of three referees who may be approached.
- All applicants will be required to complete an Applicant Declaration Form for School Employees which is available on our website. This Form must be submitted with your application.

## Closing Date

**Applications close at 9.00 am on Monday, 15 June 2026**