

**DIGITAL RESOURCES TECHNICIAN**

<b>Reporting to:</b>	Director of Information and Learning Technologies ELC - 12
<b>Location:</b>	St John's Campus, 20 Highgate Street Highgate
<b>Classification:</b>	As determined by the College within the current <i>Lutheran Schools SA Enterprise Agreement</i>
<b>Tenure:</b>	Continuing part-time
<b>Time Allowance:</b>	37.5 hours per week, 42 weeks per year

**ROLE DESCRIPTION**

The Digital Resources Technician provides active and friendly face-to-face daily digital resources support for College students and staff, assisting them with effectively using College software and hardware for learning and presentations.

**ESSENTIAL REQUIREMENTS**

- a commitment to the faith life of the College and its Lutheran identity
- qualifications and experience commensurate with the role
- Lutheran Education Accreditation appropriate to the role or a willingness to achieve this
- completed Working With Children Check and RRHAN-EC
- First Aid accreditation (preferable)

**SELECTION CRITERIA**

<b>Helpdesk</b>	<ul style="list-style-type: none"> <li>• customer service</li> <li>• solving day to day ICT problems</li> </ul>
<b>Student and Teacher support</b>	<ul style="list-style-type: none"> <li>• troubleshooting</li> <li>• assisting and training</li> <li>• creating ICT guides to support staff and students</li> <li>• in class ICT support</li> <li>• events ICT support</li> <li>• work as part of a cross campus team</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• current knowledge of Windows, Microsoft and Apple products</li> <li>• strong knowledge of relevant hardware and software</li> <li>• collaboration</li> <li>• effective prioritisation</li> <li>• hardware maintenance</li> <li>• knowledge of relevant legislation</li> <li>• stocktaking</li> <li>• software knowledge &amp; programming</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• supportive</li> <li>• helpful</li> <li>• reliable, punctual</li> <li>• organised and pro-active</li> <li>• flexibility in hours and tasks</li> <li>• independent and group focused</li> </ul>