



## EMPLOYMENT OPPORTUNITY

*Currently available*

### AV / IT SUPPORT TECHNICIAN

Toongabbie Christian College is a Kindergarten to Year 12 co-educational College in the western suburbs of Sydney. The College is a ministry of Toongabbie Baptist Church. Our purpose is to function as a Christian community in supporting families by providing quality education to develop the whole person in a Christ-centred, caring environment for life and eternity.

Toongabbie Christian College seeks to appoint an AV/IT Support Technician who will:

- Maintain a commitment to a faithful walk with the Lord Jesus Christ
- Demonstrate ongoing commitment to the College's Purpose and Purpose Statements
- Commit to a growing understanding of the place of education, teaching and learning from a Biblical Worldview
- Set an example to students, staff and parents/carers in matters of faith and conduct

#### The Role

- This is a 0.6 to 1.0 FTE permanent position
- Please see Role Description on page 2
- **Commencement date:** As soon as possible
- **Remuneration:** In accordance with the NSW Christian Schools General Staff Multi-Enterprise Agreement 2020-2023 – Schools Operational Services Stream Level 3 Step 2 (Experience will be considered)

#### Application documentation must include:

- **Only applicants eligible to work in Australia may apply for this position**
- and signed Toongabbie Christian College General Staff Employment Application form: [www.tcc.nsw.edu.au](http://www.tcc.nsw.edu.au)
- CV to demonstrate suitability for the position, including qualifications, relevant experience, current position responsibilities and employment history
- Current Working With Children Check (Employment) or an ability to obtain such a check
- Evidence of a First Aid credential or a commitment to obtain such a credential by the commencement date
- Demonstrate evidence of a COVID-19 Digital Certificate

#### Application process

- Submit application via email only to [employment@tcc.nsw.edu.au](mailto:employment@tcc.nsw.edu.au)
- Indicate in subject line the following: **Application: AV/IT Support Technician**
- **All documentation submitted as a single PDF document**
- Specific enquiries regarding this position may be addressed to Mr Seth Manager ICT Operations Manager on (02) 8863 2952 or [ictoperations@tcc.nsw.edu.au](mailto:ictoperations@tcc.nsw.edu.au)
- This position does not have a closing date and will close when a suitable applicant is found. Interviews may commence upon receipt of suitable applicants.

#### Selection process

- Interviews for this position occur upon receipt of application.

The College as a Safe School Organisation actively promotes the safety and wellbeing of all children. We are committed to protecting children from abuse or harm, in accordance with our legal and ethical obligations including Child Safe Standards. All applicants need to have a current Working with Children Check or be eligible to obtain a WWCC by the time employment commences.

### ROLE DESCRIPTION

# AV/IT SUPPORT TECHNICIAN

## 1. PURPOSE OF THE POSITION

The AV/IT Support Technician provides day to day support to staff and students in both the AV and IT teams. The role involves working closely with people to achieve good AV and IT experiences. This position is responsible for the implementation of evolving AV systems as well as maintenance of such systems to ensure their reliable operation. The AV/IT Support Technician works collaboratively day to day with the ICT Systems and Support Officer to provide a positive end user experience. This role is required to work modified hours at times to operate AV systems at events.

## 2. RELATIONSHIPS

Reports to \_\_\_\_\_ Principal  
Direct report \_\_\_\_\_ ICT Operations Manager  
This position \_\_\_\_\_ AV/IT Support Technician  
Non-reporting relationships ICT Systems and Support Officer  
\_\_\_\_\_ IT Technician  
\_\_\_\_\_ IT Manager  
\_\_\_\_\_ Head of Development

## 3. RESPONSIBILITIES

### Demonstrated commitment to

- Maintain a commitment to a faithful walk with the Lord Jesus Christ
- Demonstrate ongoing commitment to the College's Purpose and Purpose Statements
- Commit to a growing understanding of the place of education, teaching and learning within a Biblical Worldview
- Setting an example to students, staff and parents/carers in matters of faith and conduct

### Audio Visual Deployment and Maintenance

- Remediate system issues in a timely fashion
- Create and maintain accurate inventories throughout the lifecycle of devices in an asset register
- Print, apply and maintain labelling of devices to ensure they are tracked throughout their lifecycle and easily identified by end users
- Notify other IT Team members of physical placement changes (eg the need to temporarily location a wireless mic in a different facility)
- Design and configure infrastructure in cooperation with the ICT Operations Manager
- Set up and maintain devices including configuration
- Undertake any routine maintenance on systems, including firmware upgrades and functionality testing
- Facilitate the repair of equipment either under warranty or in house, where possible
- Rearrange and reconfigure equipment for specific event needs

### Audio Visual Events

- Oversee and operate AV at College events, ranging from small events during the day through large events out of normal business hours
- Identify upcoming events and needs in co-operation with the ICT Operations Manager
- Coordinate AV needs for identified events, including gathering of additional information, scheduling, support and preparing equipment
- Provide assistance for ad hoc AV needs in temporary locations
- Advocate for and support the AV strategic vision in day to day operations
- Operate AV in a way that supports compliance with copyright and intellectual property laws

### Electronics / Internet of Things

- Operate a soldering iron to attach wires and/or components from circuit boards
- Work out simple electronic requirements and troubleshoot basic circuits
- Maintain a knowledge of Arduino and/or Raspberry Pi systems

- Able to perform basic programming changes
- Work collaboratively with the IT Manager when more advanced programming needs are necessary
- Competent in the safety and operation of electronic equipment
- Develop electronic systems to assist in College operations according to needs identified with the ICT Operations Manager

### **3D Printing**

- Familiarity with 3D printing concepts
- Maintenance of a 3D printing fleet
- Familiarity with online CAD tools such as Tinkercad for creation of custom models and enclosures
- Able to develop safe, reliable custom structures to house electronics used in projects

### **IT End User Support**

- Provide day to day support for staff and students concerning commonly reported and/or routine support issues
- Ensures end user issues are assessed and escalated in a professional manner, ensuring the IT Team is seen as approachable and interested in their problem
- Progress assigned helpdesk tickets and answer phone calls to the IT Team in order to provide support, including visiting of classrooms to help with common problems and the demonstration of appropriate workarounds
- Monitor through observation the day to day challenges of staff and students with relation to ICT systems
- Work day to day under the instruction of the ICT Systems and Support Officer to maintain consistency in support and awareness in the team of common issues
- Maintain good communication with the ICT Operations Manager and/or IT Manager of trends or concerns depending on the nature of the observed matter
- Provide support necessary for users to maintain their own devices (where applicable) in line with College policy (eg onboarding BYOD devices to the wireless network)
- Encourage and facilitate the appropriate usage of the helpdesk system by end users, including helping end users understand how and when to lodge a request
- Raise awareness and provide guidance regarding established resources the College has in the area of IT including their identified use cases

### **Other Activities**

- Organise and maintain AV storerooms in a way that the AV team can commonly utilise
- Arrange for the disposal of devices in appropriate ways at the end of their useful life (eg eWaste), including documentation as necessary
- Periodically inventory devices, cabling, peripherals, etc and inform the ICT Operations Manager of further supply needs or anticipated repairs
- Assist other members of the AV or IT team on projects identified by the ICT Operations Manager (eg device rollouts, physical relocation of equipment)
- Assist in the construction of electronic monitoring and physical integration systems
- Provide ongoing training to staff or students as required and as opportunities are found, including working with student who assist at events and have a particular interest in the AV space
- Work collaboratively with the ICT Operations Manager to maintain a good supportive relationship with the VET Entertainment course at the College, including facilitating needs while maintaining general operation of facilities
- Support a self-service first approach to AV to empower all staff to cater to small AV needs in facilities

### **Note**

- For the purposes of this document, endpoint devices include items such as:
  - Phones, speakers, laptops, desktops, printers, copiers, interactive boards, TVs, projectors and associated peripherals
- In the absence of the IT Technician, the IT/AV Support Technician may be requested to fulfil duties normally done by the IT Technician. This work will be expected to be completed only when the work cannot wait until the return of the IT Technician. The work required will be determined on a needs basis and in close cooperation with the ICT Operations Manager
- The role is required to perform work at non-typical work hours to cater to the AV needs of the College. While these times may not be in typical work hours of the College, they will be worked in place of typical work

hours within this agreement (eg when events are on in the evening, the AV/IT Support Technician may not work in the daytime to ensure evening hours are still within the agreed employment)

### **3. AGREEMENT**

This role description is intended to describe the general nature and responsibility of work in this position. These statements are not constructed as an exhaustive list of all duties, tasks and skills required for this job. This role description should be read in conjunction with the employee's current conditions of employment and the provisions of the NSW Christian Schools General Staff Multi-Enterprise Agreement 2020-2023.

Employees will also be required to follow any other job-related instructions and College policies, and to perform other job-related duties requested by the Line Manager (ICT Operations Manager) to support the College's compliance with legislative obligations.

The Line Manager may, in consultation with the employee vary the responsibilities of the position temporarily as required, but within the skills and responsibility levels appropriate to the position.

This position will undergo a performance review, if applicable.