

JOB DESCRIPTION

POSITION:	ICT Level 2 Support – Application Integrations
REPORTS TO:	Director of ICT
DEPARTMENT:	TechServe
KEY RELATIONSHIPS:	<ul style="list-style-type: none">• ICT Manager• TechServe Support Staff• Teaching Staff• Students• Operations and Administrative Staff

Covenant Christian School was founded in 1978. It is a non-denominational Christian co-educational day school, with over 900 students from Preschool to Year 12. Covenant works in partnership primarily with Christian parents to be an extension of the Christian home, where God is honoured and served.

All staff are committed Christians seeking to provide a nurturing and caring environment. Teachers provide an academically rigorous Christ-centred and biblically grounded school curriculum that engages the world we live in. Covenant provides a supportive community, where the welfare of students is of great importance.

Vision: To faithfully serve in God’s plan to restore all things under the Lordship of Jesus Christ.

Mission: To assist parents in the nurture of their children, by providing a Christ-centred, biblically grounded, culturally engaging and academically rigorous education to equip the children to live for God’s glory.

ROLE STATEMENT

The ICT Level 2 Support – Application Integrations role will complement the existing ICT team as we serve the Covenant community in their use of technology. This role will provide end user support to staff and students, and be responsible for the development of integrations and automations between existing systems.

KEY REQUIREMENTS

- Committed Christian, of a reformed evangelical persuasion
- IT Professional with a customer service focus
- Willingness to contribute to the teaching and learning goals of the school
- Ability to identify, develop and implement time saving workflows and automations, including scripting and creating custom queries through various database technologies
- Ability to work independently and as part of larger teams, prioritise service requests and communicate with clarity. Experience managing projects will be an asset
- Experience supporting end users within appropriate frameworks (such as ITIL)
- Familiarity with key platforms including the following is advantageous:
 - Edumate
 - Canvas
 - MS Office 365, Sharepoint, Teams
 - JAMF Pro
 - MS SCCM
 - VMWare
 - Wireless / Networking
 - Cloudworks / SAML authentication

GENERAL DUTIES

- Provide first response and ticket-based ICT support to students, staff and parents, in compliance with internal SLAs
- Analyse workflows from a user perspective and design and develop effective workflow process automations across the school, where human interactions do not intrinsically add value to the process itself
- Develop and maintain internal documentation and training resources for end users
- Support the configuration and deployment of our SOE, which includes Win10, MacOS and iOS devices
- Any other duties as requested by the Principal and / or the Director of ICT

Mr Dave Youl
Director of ICT
May 2019