

Position Description & Duty Statement

Information, Communications and Technologies (ICT) Technician



POSITION TITLE:	Information, Communications and Technologies (ICT) Technician		
EMPLOYMENT TYPE:	Part-time	REPORTS TO:	Business Manager
CLASSIFICATION:	Administration and Technical Officer		
DATE LAST REVIEWED:	October 2026	APPROVED BY:	Principal, St Mary's College
ACCREDITATION LEVEL:	Accreditation to Work in a Catholic School		

Our Mission

St Mary's College is a Catholic school situated in Broome that provides education from K-12 for parents who desire a Catholic education for their children. The College caters for the diverse educational, spiritual, and cultural needs of its students by promoting self-esteem and initiative. It offers them skills to take their place confidently in society while living according to Christian values.

Our Core Values

Courage

Upholding the Catholic faith and all Christian values and being true to ourselves.

Love

Understanding differences with compassion and humility; accepting what has happened and being able to move on with unconditional forgiveness.

Empathy

Listening, understanding, and communicating with others in the spirit of our college Motto – Listening Hearts.

Acceptance

Appreciating each person and their story, valuing cultural differences, creating a safe, caring College and being inclusive of all.

Resilience

Being self-motivated, understanding our strengths and challenges, always giving our best and persevering in the face of adversity.

Our Motto - Listening Hearts

We have empathy for each person's circumstances, hopes and dreams, and listen with our hearts to students, families, and staff.

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Purpose of Position

The ICT Technician supports the delivery of high-quality learning and teaching by providing ICT helpdesk services, technical assistance, and project support across the College. The role ensures that staff and students can confidently access digital resources and devices, contributing to the effective integration of technology within the learning environment. The ICT Technician demonstrates excellent customer service, initiative, and teamwork while supporting the Catholic values and ethos of the College.

Core Duties and Responsibilities

Catholic Identity:

- Support the College in maintaining the Catholic ethos of the College and act in a manner that is supportive of the teachings of the Catholic Church, including participation in events and activities throughout the school year
- Wholeheartedly embrace the culture and vision of the College

Education:

- Provide ICT helpdesk support to users, including attending to in-person, email, and phone queries and requests.
- Perform basic ICT troubleshooting and escalate to ICT team members or management as required.
- Log, track, and resolve service tickets efficiently.
- Assist with the set-up of devices, applications, and software for staff and students.
- Provide basic user training on devices, software, and digital learning platforms.
- Provide basic AV (audio-visual) support for classrooms, events, and presentations.
- Provide support with devices such as printers, photocopiers, telephones, workstation set up, TVs, Apple TVs, computers, iPads, voice amplification systems, security and other technologies as so required.
- Monitor and maintain appropriate student behaviour at the ICT helpdesk.
- Show initiative, work independently and contribute actively to a dynamic team environment and embrace the concept of continuous learning.
- Assist with the safe operation and ongoing maintenance of College digital fabrication equipment, including 3D printers and the laser cutter.
- Responsibilities include basic cleaning, upkeep, and monitoring of equipment to ensure it is in good working order, including preparing, managing, and print/cut student and staff files as required.
- Undertake relevant training for specific digital equipment and technology, ensuring all procedures followed to maintain safety and efficiency.
- Attend meetings and/or professional development as required by the Principal or delegate

Community:

- Build strong working relationships with staff, students, parents, and the wider community based on trust, respect, and confidence.
- Develop strong working relationships with ICT Personnel; contractors and CEWA technologies team, and maintain connections via information sharing platforms such as Teams to ensure maintenance of most current information and developments.
- Be culturally responsive in a multicultural and diverse College setting.
- Uphold confidentiality and discretion at all times.

Stewardship:

- Contribute positively to team meetings and College initiatives.
- Participate in relevant professional learning to build capacity in ICT support.
- Manage ICT resources responsibly and seek appropriate approvals for purchases
- Contribute to ICT resource planning for the future requirements of the College.
- Other duties as required by the Principal, management, or delegate.

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Competencies:

- Good verbal and written communication skills and ability to communicate effectively with other people and follow written instructions.
- Be fully supportive of the objectives and ethos of Catholic Education
- Knowledge in Microsoft Office 365 applications including Teams and Outlook.
- Enthusiasm for learning about new technologies.
- Working knowledge of school education environments.
- Strong customer service focus with sound interpersonal skills.
- Strong attention to detail and effective time management.
- Ability to work autonomously and collaboratively as part of a team.
- Initiative and problem-solving skills.
- Ability to maintain discretion and confidentiality.

Qualifications Required:

- Current Working with Children Check WA.
- Current Nationally Coordinated Criminal History Check

Qualifications Desirable:

- Relevant ICT certifications or training would be desirable, but not essential

Experience Required:

- Experience in similar role, desirable
- Experience in a school environment would be an advantage, but is not essential
- Experience providing user training on digital platforms and devices

Child Safe Framework

St Mary's College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and adhere to, and comply with, the CECWA Child Safe Framework at all times.

Code of Conduct

All staff at St Mary's College must adhere to the College Code of Conduct at all times (please see Staff Code of Conduct).

Workplace Health & Safety

It is every employee's responsibility to:

- promote a safe and healthy working environment that complies with WHS requirements.
- take a shared responsibility to ensure the safety and well-being of self and others.
- utilise all protective equipment provided and as instructed.
- work in a safe manner while exercising due care and caution.