



POSITION DESCRIPTION

Position:	ICT Support Officer
Department:	Information Technology Services
Reporting to:	Manager Client Services, ITS
Salary Range:	Band 2 FTE \$82,319 plus 11.5% Superannuation and 17.5% Leave loading
Contact:	Kari Neilson, E: karin@trinity.unimelb.edu.au
Date:	April 2025

POSITION SUMMARY

A self motivated and organized ICT Support Officer, with a 'can do' attitude and exceptional interpersonal skills. This role is customer facing, providing level 1 and 2 support to the staff of Trinity College, as well as students from a diverse background. This position requires effective management of conflicting priorities in a fast paced environment, while maintaining professionalism and courtesy at all times.

SELECTION CRITERIA

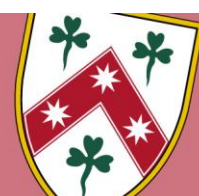
1. A minimum of 2 years experience in a similar role. Previous experience working within the education sector will be highly regarded.
2. Demonstrated experience supporting MacOS & iOS using Jamf Pro in a medium sized organization.
3. Experience supporting Audio Visual (AV) equipment is preferred.
4. Experience supporting Microsoft Windows devices using the Intune MDM is preferred.
5. Demonstrated IT troubleshooting skills and problem resolution at IT Level 1 & 2.
6. Previous experience supporting Microsoft O365 suite to at least IT Level 1 & 2.
7. Excellent communication skills (written and verbal) at all levels within a culturally diverse community.
8. A high level of attention to detail.
9. Strong organizational skills.

Desirable Skills and Qualifications:

1. An appropriate tertiary degree or IT certification in Information Technology, and/or significant relevant experience.
2. ITIL certification at Foundation level.
3. Previous experience deploying and troubleshooting printers.
4. Experience supporting Microsoft Teams.
5. Excellent time management skills due to being a fast-paced environment.
6. Demonstrated ability to prioritize requests, meet deadlines and work under pressure as well as contribute and work within a team and independently.

KEY RESPONSIBILITIES

- Support large fleets of Apple & Windows devices, including desktops & laptops, iPads & iPhones
- Deployment and upgrade of operating systems and applications via MDM's (JAMF & Intune)





- Manage O365 accounts, including:
 - Create, edit, delete and restore distribution lists, shared mailboxes & O365 email accounts
 - Assign appropriate exchange admin roles, manage user's email mailboxes & O365 groups
 - Create and edit data retention policies on M365 Admin portal
 - Monitor & configure licenses and apps via the O365 admin portal
- Maintain multi factor (2FA) for all staff accounts at an organization level
- Provide endpoint protection support, including monitoring and configuring users & devices
- Create, edit, delete & restore azure active directory security groups
- Monitor and manage spam emails via the Microsoft Security portal
- Support printing services via Papercut
- Manage Staff & Student inductions
- Provide Audio Visual support, including but not limited to: teaching staff; Zoom meetings, of the Echo360 system & maintenance of Trinity's AV hardware
- Maintain Service Desk ticket queues
- Perform Asset Management
- Perform Hardware Refresh
- Provide Vendor Support
- Provide remote support for staff & students
- Provide support to the PMO, and at times, assist with the management of smaller projects

Further Information:

- Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa. If called for interview, evidence of status will be required
- Applicants will be required to bring originals or certified copies of academic and other qualifications (if required).
- The successful applicant must secure, or be in the process of securing, a Working with Children Check.

CHILD SAFETY

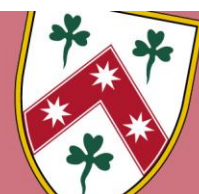
Trinity College is committed to providing a safe, secure, disciplined and quality learning and residential environment in which all students can develop their individual talents, interests and abilities through a curriculum that fosters the intellectual, physical, social and moral development of the student. The College is committed to the safety of all children including those from culturally and/or linguistically diverse backgrounds.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

Employees must:

- Cooperate with the College in relation to activities and training taken by the College to comply with OHS legislation as well as, Trinity College OHS Policy and Procedures.
- Comply with the OHS guidelines in the Staff Terms and Conditions.
- Adopt work practices that support OHS.
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.
- Seek guidance for all new or modified work procedures for work safe practices.
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor.





- Participate in meetings, training and other environment, health and safety activities.
- Not willfully place at risk the health or safety of any person in the work place.
- Not willfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare.

TRINITY COLLEGE

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 1,500 talented students each year from across Australia and around the world. These programs include:

- The Residential College for undergraduate students of the University of Melbourne, both resident and non-resident.
- The Pathways School, including Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities.
- Trinity College Theological School (TCTS), which offers degree and other courses for training an forming Anglican clergy and others, on campus, online and in parishes.

Trinity has values of:

- Being respectful of ourselves and others
- Aspiring for excellence
- Seeking diversity and inclusivity
- Acting with integrity
- Fostering a sense of belonging

Trinity promotes academic excellence across a balanced, all-round education that includes both 'breadth' and 'depth' of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Marketing, Communications and Events, Human Resources, Property and Facilities Services, and Finance and Administration. The Advancement Office and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

