



Epsom Girls Grammar School Vision and Values

Vision: Enabling ākonga to be confident, resilient and agentic

Epsom Girls Grammar School Te Kura Tuarua o Ngā Taitamāhine o Maungawhau is committed to the principles of Te Tiriti o Waitangi and the New Zealand Curriculum. Learning is founded on traditions of whānaungatanga, service and commitment to high quality education. Ākonga are empowered to be open to change, culturally responsive and reflective.

Values: Courage, compassion, curiosity, community

Position: **IT Helpdesk Technician**
LTR, Fixed term, part time, 35 hours per week (Mon to Weds),
term time only, commencing 25th January 2023

Responsible to: ICT Manager

Direct involvement with: IT Team, Staff, Students, EGGs Community, External
Contractors

Primary responsibility: To contribute to the development of a learning environment
in which the aims of the Learning at EGGs Statement may be
achieved within the specific context of the ICT Department.

Key Tasks:

Provide an IT Helpdesk service:

- Provide Level 1 Support and Problem Resolution for Students, Staff and Classrooms
- Provision BYOD devices onto the school Wifi system
- Monitor Helpdesk tickets for Level 1 Support requests (Classroom AV, printing etc.)
- Communicate effectively with Staff, Students, Caregivers and the EGGs Community
- Book hardware faults with vendors if required and coordinate repairs
- Maintain accurate registers/databases of assets (Laptops, Desktops, Projectors etc.)
- Provide support to various areas of the school and help out as reasonably required to manage workload within the ICT Department

Care and Maintenance of Laptops:

- Student Loan Netbooks/Laptops
- Issue and Manage Loan Laptops
- Ensure Laptops are kept clean and updated
- Staff Laptops (Teacher, Support Staff and ICT Loan Laptops) maintained
- Image or reimage laptops as required



Epsom Girls Grammar School

Te Kura Tuarua o Ngā Taitamāhine o Maungawhau

Key Skills:

- Demonstrate an understanding of, and commitment to Te Tiriti o Waitangi
- Able to understand appropriate and respectful language and behaviour within the school environment and promote constructive relationships using restorative approaches.
- Practical experience with Windows, Apple devices (MacOS, iOS), Printing, Audio/Video (Projectors & Amplifiers etc.)
- Practical experience in MS Imaging and software deployment is desirable
- Experience using "Cloud" systems, e.g. Google Workspace, Office365
- Experience with a Student Management System (especially KAMAR) if possible
- Problem solving and attention to detail
- Excellent organisational and documentation skills
- Excellent communication and interpersonal skills are essential
- Ability to work in both a team environment and on your own

Qualifications:

Relevant tertiary or some ICT industry qualifications would be an advantage

Additional professional development and online training will be provided

The successful applicant should:

- Be highly organised
- Be self-motivated
- Be able to work under pressure
- Be professional and ethical at all times
- Have a "can do" attitude.