



# Epsom Girls Grammar School

Te Kura Tuarua o Ngā Taitamāhine o Maungawhau

## Epsom Girls Grammar School Vision and Values

*Vision: Enabling students to be confident, active, resilient learners*

Epsom Girls Grammar School is a leading New Zealand school founded on traditions of service and commitment to girls' education and focused on developing young women to become confident and resilient learners, actively contributing to their communities.

*Values: Courage, compassion, curiosity, community*

<b>Position:</b>	<b>IT Helpdesk Technician</b> Permanent, part time 20 hours per week (Mon to Weds), term time only, commencing asap by negotiation, ending 14 December 2022
<b>Responsible to:</b>	ICT Manager
<b>Direct involvement with:</b>	ICT Team, Staff, Students, EGGG Community, External Contractors
<b>Primary responsibility:</b>	To contribute to the development of a learning environment in which the aims of the Learning at EGGG Statement may be achieved within the specific context of the ICT Department.

### Key Tasks:

#### Provide an ICT Helpdesk:

- 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 EGGG 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 reimaged laptops as required

**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 practices
- 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.