



**JOB AND PERSON SPECIFICATION**  
**ICT TECHNICAL SUPPORT OFFICER**  
**SUNRISE CHRISTIAN SCHOOL**

Adelaide Christian Schools (ACS) is a community of schools, both nationally and internationally. In Australia these include Sunrise Christian School Fullarton, Sunrise Christian School Paradise, Sunrise Christian School Morphett Vale, Sunrise Christian School Marion, Sunrise Christian School Naracoorte, Sunrise Christian School Whyalla, Sunrise Christian School Early Learning Centres, Temple Christian College, and Discovery Christian College. Internationally our schools are Sunrise Bethel Christian School in PNG and Faith Christian School in the USA.

These schools provide an education of academic excellence consistent with the teachings of the Bible, to children of many Christian denominations. They teach and train students in all aspects of life in such a way that God is seen as the centre of everything. They are an extension of the home and help parents fulfil the God given mandate to bring up their children in His ways.

The Schools are separately registered, and each School is managed by a Principal who is accountable through the CEO to its governing Board. Our Early Learning Centres are managed by a Regional Director, reporting to the CEO, who is assisted by a Director at each location.

The primary corporate service functions of ACS are based at the Mile End Campus of Temple Christian College. ACS have developed a number of shared corporate services and the co-location of finance and administration staff enables the Manager of Corporate Services and Manager of Corporate Finance to work closely together in a team environment which supports Senior Management, the School Board and the strategic direction of ACS.

**Head Office**

Suite 6,  
2-4 Henley Beach Road  
Mile End, SA 5031  
ABN 80 961 871 513

P 08 8405 0950  
E [info@sunrise.sa.edu.au](mailto:info@sunrise.sa.edu.au)  
[www.sunrise.sa.edu.au](http://www.sunrise.sa.edu.au)

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**Fullarton Campus**

95 Wattle Street  
Fullarton, SA 5063  
P 08 8179 2700

**Paradise Campus**

4 Crowle Road  
Paradise, SA 5075  
P 08 8337 2966

**Morphett Vale  
Campus**

70-74 Pimpala Road  
Morphett Vale, SA 5162  
P 08 8322 7279

**Marion Campus**

286 Sturt Road  
Marion, SA 5043  
P 08 8296 3761

**Naracoorte Campus**

72 Old Caves Road  
Naracoorte, SA 5271  
P 08 8762 4233



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## JOB SPECIFICATION

### OVERVIEW

The ICT Technical Support Officer is responsible for maintaining ICT functions across all Sunrise schools and Sunrise Early Learning Centres. The incumbent will ensure that the ICT services operate effectively in accordance with school policies and work closely with staff and students to support educational outcomes.

This position will report to the ICT Manager and work closely with key stakeholders.

## KEY RESPONSIBILITIES

- Monitor and respond to system failures
- Contribute to the continued development of ICT services in conjunction with the ICT Manager and key stakeholders
- Ensure the continued delivery of ICT services in conjunction with key stakeholders
- Provision end user services e.g. accounts, access
- Provide technical support to staff and students as required
- Provision and manage end user devices
- Assisting with staff professional development
- Monitor and respond to security breaches
- Monitor and respond to breaches of school policy or law
- A key focus on delivering the goals of the school
- Travel between schools (including country schools) as needed

The position will be reviewed as the roles change and will be appraised on a regular basis.

Approved \_\_\_\_\_ Date \_\_\_\_\_  
**Executive Principal Sunrise Christian School - Signature**

Approved \_\_\_\_\_ Date \_\_\_\_\_  
**Applicants Signature**



**SUNRISE**  
Christian School

## PERSON SPECIFICATION

### ESSENTIAL REQUIREMENTS

#### QUALIFICATIONS

- A current Driver's Licence
- Current DCSI clearance
- Up to date Child Safety qualification i.e. SMO

#### SKILLS / ABILITIES

- High level of organisational skills while working in a complex changing environment
- Skills in establishing effective working relationships based on mutual respect
- Ability to work independently
- Sound problem solving skills
- Sound communication skills
- Ability to convey technical concepts to non-technical people
- Maintain a professional attitude at all times

#### PERSONAL ATTRIBUTES

- Passionate about ICT and a strong desire for learning.
- An on-going commitment to the Lord Jesus Christ as Lord and Saviour.
- A mature faith and active involvement in a local church.
- A proven life style founded on Biblical Christian principles.
- A life that demonstrates the indwelling of the Holy Spirit.
- A willingness to affirm the foundation statements and principles promulgated by the School and ACS.
- A Christian with a strong commitment to Christian Education and a determination to serve God in a Christian school community.

#### KNOWLEDGE

- Good knowledge in the relevant areas to deliver the key responsibilities

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## DESIRABLE CHARACTERISTICS

### QUALIFICATIONS

- Post-Secondary qualification in an area of ICT operations and systems management relevant to the position
- Industry qualifications i.e. Cisco certification

### EXPERIENCE

- Experience in an educational environment
- Experience in a similar ICT technical support role

### KNOWLEDGE

- Understanding of virtual infrastructure i.e. VMware
- Understanding of networking i.e. Cisco products
- Understanding of VoIP phone systems i.e. Cisco call manager
- Understanding of Windows Server environment i.e. Active Directory
- Experience with Apple devices i.e. macOS, iOS, tvOS
- Understanding of Linux environments is highly desirable

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