



# FLINDERS

CHRISTIAN COMMUNITY COLLEGE

Hope & Purpose through Christian Education

## Flinders Christian Community College Technology and Innovation (T&I) Assistant

### 1. POSITION IDENTIFICATION

<b>Title</b>	Technology and Innovation (T&I) Assistant	<b>Level</b>	3
<b>Campus</b>	Corporate Services: Predominantly Tyabb campus, and other locations as required per operational requirements	<b>Agreement/Award</b>	<i>Educational Services (Schools) General Staff Award 2010</i>
<b>Reporting To</b>	T&I Project Manager	<b>Date effective</b>	July 2017
<b>Last updated</b>	July 2017	<b>Position No.</b>	PC125.1

### 2. INHERENT REQUIREMENT

**Purpose**

We bring hope and purpose to our community through Christian education.

**Vision**

To be a Transformative Christian Learning Community.

**Values**

We value:

- Love
- Faith
- Integrity
- Humility
- Grace
- Excellence
- Perseverance.

It is an inherent requirement that all persons employed at Flinders Christian Community College must model and demonstrate the reality of the Gospel by the way they undertake their employment responsibilities and by the way they live. Every activity undertaken by the College must be characterised by love, mercy, forgiveness, reconciliation, humility and justice, all elements demonstrated by Christ's life, death and resurrection, which is the core of the Gospel.

All employees must declare their unconditional agreement with FCCC:

- o Purpose, Vision, Values, Philosophy of Christian Education, Goals
- o Biblical Foundations and
- o Biblical Beliefs and Principles
- o Nicene Creed
- o Apostles Creed.

The incumbent must have an in-depth knowledge of the ethos of the College and the principles by which it operates and must be willing to support these unreservedly.

### 3. CULTURE AND VALUES

#### Ethos

All employees are expected to:

- Uphold at all times the practical demonstration of Faith in Christ and the College's underlying Christian beliefs and ethos in dealing with others
- Comply with Biblical standards of equity, justice, fairness and compassion in dealing with others within and beyond the College
- Act responsibly to protect the safety and security of our students and other staff at all times
- Encourage positive behaviours and attitudes in students and others that demonstrate respect for all
- Perform duties in a responsible and professional manner, with due regard for the College's policies and other legal requirements and obligations
- Exert responsible stewardship of College resources
- Promote and protect the College's reputation in the wider community
- Act appropriately when a conflict arises between the individuals personal interest and their duty to the College

You must support the College values conduct yourself in a way which is consistent with the ethos of Flinders Christian Community College.

Specific expectations of employees with Flinders Christian Community College are detailed in the College Policy Handbook which is attached electronically and also located on the Colleges' Moodle intranet. You must support the Flinders Christian Community College policies and conduct yourself in a way which is consistent with the policies and practices of the College.

### 4. RISK AND COMPLIANCE

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, students and the college. This position description is subject to the Risk Management Strategy/Policy and OHS Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices. To that end the following are also requirements of this role:

- a. Report all hazards observed including any potentially unsafe work practices;
- b. Report all incidents of injury or near miss;
- c. Actively Participate in all professional development and training regarding Risk management and OHS;
- d. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to the College.

### 5. CHILD SAFETY

Our College is committed to child safety. We have zero tolerance of child abuse. Our robust People and Culture practices are strictly adhered to ensure that all employees understand their obligations with respect to Child Protection and the College's commitment to keeping our children safe.

### 6. PURPOSE OF POSITION

To assist the Technology and Innovation Development Team

### 7. WORKING RELATIONSHIPS

Reports to: T&I Project Manager

### 8. BRIEF SUMMARY OF ACCOUNTABILITIES AND RESPONSIBILITIES

The T & I Assistant will provide first port of call assistance to the Flinders Community and be an active member of the Technology and Innovation department.

ACCOUNTABILITIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<p><b>OUTCOME: CUSTOMER SERVICE</b> Assist with customer support as directed by the T&amp;I Development Team</p>	<ul style="list-style-type: none"> <li>Customer service is optimal, responsive and at the forefront of every action and decision</li> </ul>
<p><b>OUTCOME: SERVICE DESK</b> Support the effective operation of the T&amp;I Service Desk across the College</p>	<ul style="list-style-type: none"> <li>The Service Desk system is actively monitored and actioned to ensure timely response to ticketed items and campus requests</li> <li>Service Desk tickets are triaged and managed in accordance with approved ticket response time SLA's</li> </ul>
<p><b>OUTCOME: ADMINISTRATION AND DATA ENTRY</b> Provide administrative assistance to the T&amp;I Department</p>	<ul style="list-style-type: none"> <li>Complete assigned data entry or basic administrative tasks in a timely manner as directed by the T&amp;I Project Manager</li> </ul>
<p><b>OUTCOME: COLLABORATION</b> Collaborate online and by participation in regular meetings with the T&amp;I Team</p>	<ul style="list-style-type: none"> <li>Engage fully with the T&amp;I Department via specified online applications</li> <li>Collaborate and communicate effectively with cross functional departments</li> <li>Attendance and input at meetings provided in a manner reflective of the College culture and values</li> </ul>
<p><b>OUTCOME: BEHAVIOURAL EXPECTATIONS</b> All staff are expected to maintain the following behaviours:</p> <ul style="list-style-type: none"> <li>Treat everyone equitably; act fairly with staff and demonstrate respect for diversity</li> <li>Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Interaction with customers and team members via all forms of communication is consistent with College values, and embeds values in the organisation by the interaction.</li> </ul>

**9. WORK RELATED REQUIREMENTS / SELECTION CRITERIA**

**Essential knowledge:**

- MS Office
- MS Excel

**Preferred Skills:**

- Aptitude and interest in technology
- Excellent written communication skills
- HelpDesk experience
- Technical writing / user documentation
- Ability to work in a cross functional team environment
- Excellent customer service

**Attributes**

**Customer Focus**

*Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.*

- Seeks to understand customers**—Actively seeks information to understand customers' circumstances, problems, expectations, and needs.
- Educates customers**—Shares information with customers to build their understanding of issues and

capabilities.

- **Builds collaborative relationships**—Builds rapport and cooperative relationships with customers.
- **Takes action to meet customer needs and concerns**—Considers how actions or plans will affect customers; responds quickly to meet customer needs and resolve problems; avoids over commitments.

**Building Partnerships:**

**Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, departments or units, or organisations to help to achieve business goals**

- **Subordinates own area's goals** - Places higher priority on organization's goals than on own area's goals; anticipates effects of own area's actions and decisions on partners; influences others to support partnership objectives.
- **Creates positive relationships with stakeholder** - Effective stakeholder relationships are created and maintained in accordance with College values and strategy.

**Planning and Organising**

**Establishing courses of action for self and others to ensure that work is completed effectively**

- **Prioritises**—Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.
- **Determines tasks and resources**—Determines project/assignment requirements by breaking them down into tasks; identifying equipment, materials, and people needed; and coordinating with internal and external partners.
- **Schedules**—Allocates appropriate amounts of time for completing own work; avoids scheduling conflicts; develops timelines and milestones.
- **Leverages resources**—Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently.
- **Stays focused**—Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

**Leading/Living the vision and values:**

- Keeping the vision and values of Flinders Christian Community College at the forefront of decision-making and action

<b>ALLOWANCES/SPECIAL CONDITIONS</b>	Travel Allowance per the Educational Services (Schools) General Staff Award 2010 for cross campus travel and other approved College travel
<b>LOCATIONS</b>	Tyabb campus (Corporate Services) Other campuses or locations as per operational requirements
<b>SPECIALISED EQUIPMENT/SPECIAL LICENCE REQUIREMENTS</b>	Current Working with Children Check Right to work in Australia
<b>OTHER IMPORTANT DIMENSIONS</b>	