



# Senior Analyst - Audio Visual & Technology

Position reports to	Director of Information Technology
Direct reports	Education Technology Support Analyst
Department	Corporate Services
FTE	1.0
Classification	General Staff Level 6, Southern Cross Grammar Enterprise Agreement 2023

## Key Aspects of the Role

### System Administration

This position will support the IT Operations Manager with managing, configuring and maintaining the school's diverse range of systems and services. Responsibilities include:

- The design and overall delivery of the school's Standard Operating Environment (SOE), including policies, procedures and standards for Windows, macOS and iOS devices
- The design and implementation of processes for the deployment of Windows, macOS and iOS applications and services
- Software deployment and hardware testing as required
- Workflow design and delivery of the school's laptop program
- The school's Vivi admin console, including device naming conventions, firmware updates & media playlists
- Liaising with external service providers and vendors as required.

### IT Support

This position will provide comprehensive technical support to the school community, ensuring staff, students, and parents receive prompt and effective assistance. This includes:

- Level 1, 2 & 3 technical support to all staff, students and parents, including face to face, telephone, and remote support
- Advanced troubleshooting to diagnose hardware and software faults on Windows, macOS and iOS devices
- Installation and software configuration of Vivi hardware in classrooms, meeting spaces and general use spaces
- Troubleshooting Vivi and AV system issues and providing support for the Vivi client software installed on all staff and student devices
- Management and setup of the school auditorium's specialized audio-visual and lighting equipment for various school events
- Management and setup of the school's live video streaming service for various school events
- On-site setup and technical support for audio visual equipment at various venues as required
- Management of the school's Emergency Broadcast feature within the Vivi system to ensure every active Vivi device receives an instant communication when activated
- Management of the school's AV loan equipment, including but not limited to DSLR cameras, drones, video cameras and accessories.



## Service Management

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This will adhere to ITSM policies and procedures aligned with the ITIL framework, ensuring efficient service management practices. This includes:

- Conforming to ITSM policies and procedures in regard to Incident Management, Service Request Fulfilment, Problem Management, Change and Release Management, and Continuous Improvement
- Documenting all incidents and requests clearly and efficiently using the school's ticketing system
- Conducting regular AV hardware audits and providing reports on hardware age, reliability, service uptime, energy consumption, and usage
- Performing regular preventative maintenance of classroom AV technology, including TV screens, projectors, and media streaming devices
- Regularly conducting and driving continuous improvement activities, recommending and implementing opportunities for simplification, streamlining administrative processes and systems, and optimising costs.

## Policies, Procedures, Documentation & Training

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This position will assist in the development and maintenance of IT policies, procedures, and documentation; and provide training to staff.

- Assisting with the development, updating, and enforcement of IT policies, procedures, and guidelines in line with best practices and compliance standards
- Creating and maintaining knowledge base articles, ensuring regular review and updating as required
- Developing, preparing, and delivering training to staff to enable appropriate use of IT services
- Participating in cross-skilling within the IT department for leave coverage, knowledge transfer, and to assist with peak workload periods.

## Key Capabilities

- A undergraduate degree in information technology or equivalent industry certification and work experience in the provision of IT Services Support and help desk services
- A qualification in audio visual technology with a proven track record of managing video, sound and lighting equipment
- Advanced knowledge of Mac and Windows hardware including peripherals
- Demonstrated interpersonal and customer service skills, including excellent phone manner
- Able to work effectively and cooperatively within a team environment
- Ability to remain calm, prioritise requests and solve enquiries in a quick and efficient manner
- Proficient in end user operating system environments as well as Microsoft Office suite of applications
- Previous experience in Synergetic, SchoolBox, Accelerus, Timetabler and Oliver
- High attention to detail
- Willingness to undertake other duties as reasonably required by the Principal.

## Key Relationships

- Principal and Executive
- Director of Information Technology
- IT Team
- Students, Staff and Parents
- External stakeholders as appropriate



## Work Health and Safety

Staff are required to:

- take reasonable care for their own health and safety and that of other staff who may be affected by their conduct
- demonstrate an awareness of Work Health and Safety issues, and have a working knowledge of the school's health and safety policies and procedures
- participate in Work Health and Safety related training
- promote a safe working environment by raising work health and safety concerns in a timely manner and reporting any notifiable incident or health and safety matters to the Principal, or OHS committee members

## Child Safety

Southern Cross Grammar is committed to creating and maintaining a child safe environment in which students feel safe, and are safe. All staff are required to:

- provide students with a child safe environment
- proactively monitor and support student wellbeing
- have a working knowledge and understanding of the School's Child Safe Policies and Code of Conduct, and any other policies and procedures relating to child safety
- undertake training to maintain compliance with all child safety legislation, standards and regulations.

## Conditions of Employment

- Current Working with Children Check
- Current Level 2 First Aid, CPR, Asthma and Anaphylaxis Certificates or willingness to undertake
- Salary packaging benefits, and professional learning opportunities
- Employer superannuation contributions as prescribed under the Superannuation Guarantee legislation
- Southern Cross Grammar is an equal opportunity employer.