

ICT Support Officer Level 2

Application Package



Applications Close: Friday 19 June 2026 at 9.00am

General Information

Catholic Education Tasmania (CET) is a community of thirty-eight schools and colleges serving around 17,000 students and their families across Tasmania, supported by the Tasmanian Catholic Education Office (TCEO).

The Archdiocese of Hobart covers the State of Tasmania. The Archbishop of Hobart authorises the existence of all Catholic Education institutes in Tasmania.

Under the governance of the Catholic Education Commission of Tasmania (CECT), Tasmanian Catholic Education Office (TCEO) is responsible for the oversight, funding and coordination of 38 Archdiocesan schools and three TCEO offices.

The Archbishop delegates responsibility to other key bodies, including the Catholic Education Commission Tasmania (CECT), the CET Executive Director, School Boards and other groups that support Catholic schools.

Employees are to be familiar with, have an understanding of and uphold the implementation of the Archbishop's Charter for Catholic Schools.

The TCEO, established in 1959, is the central administrative and coordinating body for the multifaceted and diverse mission of Catholic education in Tasmania. One of its prime functions, under the CET Executive Director, is to coordinate the provision of Catholic education at all levels and to communicate and negotiate with appropriate authorities on behalf of all Catholic schools in Tasmania.

Some key documents include:

- The Archbishop's Charter for Catholic Schools
- The Tasmania Catholic Education Single Enterprise Agreement 2024
- CECT Constitution
- CECT Policies
- School Policies

For further information, click the following link to access the CET website:

<http://catholic.tas.edu.au/>

Mount Carmel College is an Early Learning Centre - Year 10 Catholic girls' school located in Sandy Bay, Hobart, just a few minutes from the city centre.

The College has a rich history, beginning when Mount Carmel Primary School was founded in 1942 by the Sisters of Charity in View Street, Hobart. In 1947, it relocated to its current site, merging in 1957 with St Joseph's College (founded in 1847) to become Mount Carmel College as a Kindergarten to Year 12 school in the Catholic tradition. Today, in what has been reshaped as a Kindergarten - Year 10 College offering a vibrant learning community, we are committed to the development of the whole person: spiritual, academic, social-emotional and physical.

At Mount Carmel College, we strive to ensure that our students are nurtured, challenged and cared for. Individuals are encouraged to develop their potential, live their faith and contribute to shaping a socially just society with courage, confidence and integrity. Our goal, working in partnership with parents, is to support our students' educational journey, inspiring them to flourish, to celebrate their many talents and to become advocates of peace and justice.

Generations of young people have had their lives, values and characters shaped through their experience of participating in the life of the College community. We work actively to continue the Charity ethos and traditions in the 21st Century through our commitment to first-class learning programs, quality pastoral care, religious education and social justice programs which inspire our students to grow in independence. The students who attend this College inherit the rich tradition of the Church and the legacy of the Sisters of Charity. Our goal is that they learn to actively participate in shaping their world.

Situated in Sandy Bay, Hobart, Mount Carmel's beautiful setting and outstanding facilities provide an inspiring environment for all students. The College enrolls girls from Kindergarten to Year 10, and supports girls to take intellectual risks and to focus on excellence in achievement. The size of our College, approximately 550 students, is a significant factor in its success. It is just the right size to enable a strong sense of belonging. We understand that girls will thrive in a learning environment where they are known, valued and affirmed.

What makes our College unique is our community of people, our dedication to excellence and our focus on student wellbeing. Our College's commitment to "nurture, challenge and care" is seen in action every single day. Working in close relationships with our families, we enable each student to develop the skills for life-long learning: creative and flexible thinking, resilience, empathy, generosity of spirit and an understanding of their spirituality. Our students are encouraged to identify and pursue academic excellence and to actively partake in sporting endeavours, cultural pursuits and social justice initiatives. Our commitment as educators is to walk with our students on their learning and faith journey, encouraging the students in our care to achieve their full potential. We are constantly challenged to consider new ways to improve our practice in the pursuit of excellence.

We are extremely proud of the College's comprehensive curriculum, excellent facilities and resources, learning support programs, dedicated teaching and support staff, co-curricular activities, pastoral care structures and social justice initiatives. As a community, we are committed to ensuring that our students experience a faith-filled education where their talents and efforts are acknowledged, where they are supported to achieve excellence and where they are nurtured to flourish as individuals. The success of the College is due to the hard work and dedication of many people - staff, families, students, and community members - all of whom give life to our mission as a Catholic school in the Charity tradition. It has been characterised by a strengthening of spirituality and of the learning culture in the College.

Role Description

Role title:	ICT Support Officer Level 2
Line Manager:	Business Manager
Key relationships:	Teachers, school staff, students, parents, volunteers

Role Purpose

The ICT Support Officer is accountable for the effective delivery of quality ICT services, advice and support for students and staff to effectively use computer software and hardware, and enable enhanced learning and business outcomes.

Within the role, the ICT Support Officer will troubleshoot hardware and software issues raised by staff and students, and work collaboratively with other staff and members of the College community to support students to achieve enhanced learning outcomes.

The ICT Support Officer is responsible to the Principal / Business Manager / ICT Manager and works under general direction, using discretion and judgement to organise work and innovate within areas of responsibility. The ICT Support Officer will apply technical knowledge to resolve routine problems and high-level diagnostic skills to resolve complex problems related to data, equipment or systems.

Key Result Areas

Student learning outcomes

- Understand and resolve student and staff ICT service needs, including complex issues, using high-level diagnostic skills.
- Ensure that ICT hardware is accurately recorded in the College inventories and stored safely and securely.
- Coordinate routine audits, stocktaking and disposal of ICT equipment following organisational procedures.
- Coordinate audio and visual equipment and support relevant to the College's learning and business programs, such as student performances, assemblies and College open days and evening events when required.
- Coordinate the loan and repair of ICT equipment and provide instructions and support for use.
- Contribute to guidelines, standard operating procedures (SOPs) and provide instructional support, including demonstrations or presentations, to individuals or groups of students and staff regarding the use of ICT services.
- Coordinate and process the creation and closing of user accounts and the backup of data in a consistent and timely manner.
- Follow standard procedures to order and maintain routine ICT consumables for users.
- Assist teachers to integrate ICT effectively in the classroom by setting up general or specialised equipment or assisting with the routine use of the College's learning management system.
- Provide advice and support to students regarding the safe, responsible and ethical use of ICT.
- Communicate to the line manager and/or teacher any difficulties or concerns regarding students and their responsible use of ICT or other College resources.
- Provide routine support for the administration or updating of content for the College web and/or social media sites.

- Assist with installing ICT and AV equipment.
- Other duties as directed within your capability and skill set.

Quality customer experience

- Use the Helpdesk ticketing system to prioritise and complete on time, information technology requests from staff and students.
- Assist staff and students in the use of ICT.
- Liaise with staff to determine information needs and provide regular project feedback.
- Administer user network accounts.
- Oversee the setup and provide technical assistance for 'Bookit' and the Outlook Calendar.
- Resolve or escalate ICT service requests from students and staff with care and sensitivity.
- Communicate clearly and concisely.
- Respect and protect staff, student and family privacy and confidentiality.
- Assist in promoting a positive image of the College in all interactions.

Team effectiveness and collaboration

- Support and assist teaching and leadership teams to deliver effective student outcomes.
- Develop positive relationships and work collaboratively with colleagues and other members of the College community to enhance student outcomes.
- Maintain constructive and professional behaviour at all times.
- Maintain a positive attitude towards new and different ideas and approaches.
- Attend, as required, meetings as convened by management and senior staff and contribute as a member of the ICT Planning Committee.
- Respect and protect staff, student and family privacy and confidentiality.

Personal effectiveness

- Demonstrate integrity and meet the standards of conduct expected.
- Actively participate in goal-setting processes and respond to opportunities for growth to improve knowledge and practice.
- Overcome obstacles, recover and learn from setbacks through self-development.
- Actively participate in staff learning programs and attend appropriate professional learning opportunities when required.
- Seek and apply constructive feedback from line manager/s to improve knowledge and practice.

Resources and organisation

- Plan and organise workflow to accomplish established objectives.
- Utilise software packages, including word processing, maintain email and electronic records and databases.
- Use relevant office equipment, including photocopiers, shredders, and printers, as required.
- Use College property, resources and technology in a proper and safe manner in accordance with appropriate standards, policies and procedures.
- Consider the environment and minimise waste.

Safety and compliance

- Exercise responsibility required in accordance with Work, Health and Safety legislation, including:
 - Take reasonable care of your own health and safety and that of other people who may be affected by your acts or omissions at the workplace
 - contribute to safe systems of work.
- Contribute to a safe and welcoming learning environment for children and young people, congruent with legislative and organisational Child Safe requirements.
- Undertake relevant Catholic Education Accreditation requirements associated with the role.
- Adhere to the requirements of the role in accordance with the professional standards expected of Catholic Education Tasmania and all organisational policies, procedures, codes, guidelines and applicable laws.

PERSONAL CAPABILITIES

- Work experience providing a variety of ICT services and support to diverse users.
- Committed to supporting student outcomes through a service orientation.
- Relate to students with varying needs.
- Interact appropriately with colleagues, students and parents for different purposes and in different contexts.
- Ability to be self-directed and to work with minimal supervision.
- Ability to function effectively as both an individual and a team member.
- Strong time management and organisational abilities, including the ability to succeed in a busy and fast-paced environment.
- Excellent communication skills, both written and oral.
- Excellent interpersonal and relationship management skills.
- Establish and maintain collaborative working relationships.
- Apply literacy, numeracy and reasoning skills to effectively undertake the role.
- Perform effectively in environments with competing demands.
- Exercise judgment and use initiative and discretion in undertaking duties.
- Use initiative to resolve problems and conflicts in a constructive manner.
- Demonstrated professional integrity, with the ability and preparedness to deal with confidential documentation and information in the strictest confidence.

Catholic Education Tasmania Requirements

As an employee in Catholic Education Tasmania,

- support the mission of the Catholic Church
- Support the Catholic Education Commission Tasmania (CECT) Vision and Mission Statement
- Nurture the formation of young people through the expression and integration of Catholic beliefs and Gospel values in all aspects of school life
- You must uphold Catholic belief and practice in all the Employee's professional activities and refrain from expressing public opinions or engaging in public activity that, in the reasonable opinion of the Employer, would bring the Employer into disrepute.
- You must be familiar with, have an understanding of and uphold and support the implementation of the Archbishop's Charter for Catholic Schools

Evidentiary Requirements

Relevant Qualifications and Experience:

Essential (minimum requirement):

- Valid Working with Vulnerable People Registration
- Current and satisfactory National Police Criminal History Check (NPCHC)
- Certificate III in ICT or equivalent
- Current First Aid qualification

Desirable

- Certificate IV in ICT or equivalent
- Knowledge of manual handling practices
- Previous experience in a similar role in a school.

ENVIRONMENTAL CONDITIONS AND PHYSICAL DEMANDS

The ICT Support Officer role is located in a busy, open area and is subject to constant interruptions and frequent communications with others whilst undertaking tasks that require attention to detail and high levels of accuracy. The ICT Support Officer uses a variety of information and communication technology, office equipment and resources and from time to time, hand tools. The role will involve frequent sitting and standing and require fine motor and control skills, auditory and visual functions. The role also involves physical demands, including standing, walking, lifting, carrying, pushing, pulling, climbing, balancing, stooping, crouching, kneeling, reaching, handling and use of controls on equipment. Personal protective equipment (PPE), such as safety boots, is required.

Additional Position Information

Start Date:	Monday, 27 July 2026
Tenure:	Full-time, ongoing position 6-Month Probation Period
Hours of Work:	Monday - Friday 8.00 am - 4.00 pm with a 45-minute unpaid lunch break
Classification:	Information and Communications Technology (ICT), Level 2
Employment Conditions:	As per the Tasmanian Catholic Education Single Enterprise Agreement 2024
Remuneration:	Full Time Indicative Salary \$75,530 per annum – plus 12% superannuation

Final Checklist for Applicants

Before sending in your application, use this checklist to make sure you have not missed out on any important details. Please ensure that you submit:

- Read the Role Description
- Fully completed, signed and dated your Application for Employment form
- Fully completed, signed and dated the Pre-Employment Check form
- Included a brief letter of introduction stating the reasons why you are seeking a position at Mount Carmel College
- Included a current Resume, which should include a brief employment history stating where you have worked, the length of service and a brief description of the positions held and duties undertaken. Please also provide the names and contact details of three referees.

Applications are to be addressed to Megan Richardson, Principal, Mount Carmel College and forwarded electronically by 9.00 am on Friday 19 June 2026 via email:

principal@mountcarmel.tas.edu.au

If you have any further queries regarding your application, please do not hesitate to contact the Principal's Office on 6216 7900 or principal@mountcarmel.tas.edu.au