



Position Description

Junior ICT Support Technician



Welcome to our School

Since 1892, when our doors first opened with five staff and 17 students in attendance, Haileybury has been a centre of continual development: learning, teaching and location have all undergone transformative change on our path to become the School we are today.

The School has enrolments exceeding 7,000 across its campuses and operations in Berwick, Brighton, Keysborough, Melbourne City, Haileybury Pangea, Darwin (Northern Territory) and across South East Asia in China, Vietnam, Timor-Leste, Vanuatu and Indonesia.

Haileybury has been endorsed as one of Australia's best schools with multiple awards from the Australian Education Awards, including Australian School of the Year, Primary School of the Year and Principal of the Year. In 2025 Haileybury was ranked by NewsCorp Media as the number one coeducational school in Australia. Based on national testing results Haileybury has also been ranked as the number one primary school in Victoria and the number two secondary school.

At Haileybury we use the motto that 'Every student matters every day' and this resonates through everything that we do, both in and out of the classroom.

Discover more: www.haileybury.com.au.

Working with us

Haileybury is proudly non-selective when it comes to the students who look to join our outstanding school. We believe in the potential of every child to achieve and contribute.

However, we are by contrast, very selective of staff who wish to work with us, whether they will be guiding our young learners or helping to keep the School operating efficiently and successfully through our Corporate Services department.

Those who join us are passionate about the delivery of innovative academic, co-curricular and pastoral programs that challenge and inspire our students and make a difference in their lives.

As a school we value the linguistic and cultural diversity of our staff and students. Staff are encouraged to contribute experience they may have of working with children from a culturally and/or linguistically diverse background.



Our vision

To be recognised as a great world school.

Our mission

To deliver an exceptional educational experience that fosters the growth of each student through leading teaching and learning programs, a wide array of opportunities, within a culture of high expectations, empowering students to excel.

Our Magenta Principles

Everything that we do is centred around our Magenta principles, striving for and achieving more than expected. Our principles support and shape this in our daily work:

- Every student matters every day
- Every staff member matters every day
- Effective practices support sustainability
- One inclusive community

*zero tolerance for child abuse



Position details

Position title	Junior ICT Support Technician
Campus location	Various Haileybury Campuses: Berwick, Brighton, City, Keysborough
Reports to	ICT Services Manager
Employment Type	Casual
Salary	\$39.08 per hour + superannuation

Responsibilities

The Junior ICT Technician is responsible for the support of all end point devices not limited to desktop and laptops ensuring that they are always functional. The primary role and responsibility of a Junior ICT Technician is broken down into two core tasks listed below.

Endpoint devices support

- Perform on-site analysis, diagnosis, and resolution of endpoint related problems for end-users, providing effective technical support and implementing corrective solutions.
- Maintain, monitor, support and troubleshoot end-user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, audio visual equipment and other products.
- Collaborate with other IT Team members to ensure the efficient operation of the organisation's endpoint computing environment.
- Ensure support tickets are addressed, and escalations procedures are followed in a timely manner.
- Management of end point devices connectivity to the network.
- If necessary, liaise with third-party support and PC equipment vendors.
- Management of user accounts for staff and students (e.g., account creation, password resets and group memberships).
- Imaging of desktops/laptops for staff and students using SCCM or other imaging platforms.
- When necessary, provide Audio and Visual equipment support for staff during events.

Application support

- Provide initial triage of all line of business applications issues prior to following escalation process which includes but is not limited to Synergetic, Canvas, myHaileybury and Consent2Go.
- Provide initial triage of all student applications prior to following escalation process.
- Assist in installation and management of all lines of business applications.
- Assist in installation and management of all student applications.
- Document and/or update knowledge base articles for application support.
- Assist in maintaining IT asset management software.

End user support

- Provide professional and customer focused support to academic staff by going into their classrooms on a regular basis.



- Provide helpdesk support for all stakeholders in the Haileybury Community that is proactive, friendly and solution focused.
- While the primary responsibilities of the position are articulated, it is expected that the incumbent will engage with the School community and participate fully in a range of events and activities.
- This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties of this position. The Position Description is subject to review and modification by the ICT Director in response to the changing needs of the School

Key selection criteria

Required

- Demonstrates capabilities to handle technical hardware issues.
- Demonstrates the ability to handle difficult and various support scenarios.
- Demonstrates capability of understanding escalating issues and spotting trends in support tickets.
- Demonstrates the ability to work in a team cohesively and take ownership of issues.
- Demonstrates proactiveness in handling daily operational support duties.
- Minimum 2+ years' experience in end user support.
- Good understanding of Active Directory.
- Good understanding of Azure cloud technologies.
- Fundamental understanding of SCCM.
- Fundamental knowledge of Apple devices.
- Microsoft Certified Professional – Windows 10 (Exam MD-100 and MD-101).
- CompTia A+ Certification.
- Working technical knowledge of current protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation and OEM guides.
- Good documentation skills.
- Strong and collaborative communication, written and planning skills.
- Flexible and adaptable, able to think "outside the box". Solutions orientated.
- Demonstrated proactive troubleshooting and problem-solving skills.
- Awareness of the legal requirements, privacy and security relating to the use of technology.
- Must have a current full Victorian Driver's License and be willing to travel between campuses when needed.

Desirable

- Experience in educational institutions and professional learning communities.
- ITIL Certification.



Personal qualities

- Strong customer service orientation.
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated.
- Attention to detail.
- Ability to work unsupervised in a small team.

Academic qualifications

Mandatory

- Relevant tertiary degree or equivalent experience in similar role

Desirable

- Project management certifications will be looked upon favourably.

Inherent qualities

Cognitive demands

- Ability to work with individuals and groups of staff and to handle multiple (sometimes competing) demands from them and from colleagues in a semi-structured environment.
- Ability to carry out high-level responsibilities and effectively interact and communicate with students.
- Ability to make high-level decisions and/or be involved in high-level decision making.
- Ability to be resilient when dealing with staff and students.

Physical demands

- Ability to sit at a desk or computer terminal for long periods.
- Ability to lift/carry parcels of up to 5 kgs for short distances.

Environmental demands

- Ability to work in environments of variable noise levels, temperatures and weather conditions
- Ability to assess whether Personal Protective Equipment (PPE) is required for particular activities and wear as appropriate.



General information

- All staff who do not hold VIT and or TRB will need to hold a current Working With Children Clearance and or ORCA, as well as a Nationally Coordinated Criminal History Check Certificate (NCCHC).
- All staff are recommended to be fully vaccinated against Covid-19 and any other viruses where possible.
- All staff are expected to support the vision and ethos of the School.
- Haileybury promotes the safety and well-being of children from culturally and/or linguistically diverse backgrounds.
- Standard working hours are based on required and agreed requirements of the role and will generally, be worked between the hours of 8.00am to 6.00pm, Monday to Friday. This position requires flexibility to operate outside the standard hours when the situation requires.
- Staff must ensure that all decisions, pertaining to their role at Haileybury, are made in line with legislation and Haileybury's Policies and Procedures as set out in the Staff Manual.

Commitment to child safety and wellbeing

Haileybury is a child safe organisation committed to the safety and wellbeing of children, with zero tolerance for child abuse in any form. The successful candidate is required to support Haileybury's child safety policies and procedures and commit to their implementation upon commencement.

The successful candidate must provide a safe physical and emotional environment where students are respected and treated with dignity in an appropriate, professional and caring manner; be aware of, understand and ensure compliance with Haileybury's Child Safety Code of Conduct, the Child Safe Standards, and all relevant policies and procedures; complete Child Protection training requirements; take all reasonable steps to protect students from abuse; and report any reasonable belief that a child's safety is at risk.

Applicants should be aware that we undertake Working with Children Checks, Nationally Coordinated Criminal History Checks and reference checks in accordance with our policies.

Further information

Further information about this position is available from peopleandculture@haileybury.com.au

This position description was modified September 2026.