



Position Description IT and AV Officer (Junior)

Lourdes Hill College educates young women to embrace life and a passionate love of learning in a nurturing, inclusive and innovative Catholic learning community. We equip each person to reach their potential and boldly embody Benedictine values, listening actively with the 'ear of the heart'. Our overarching vision is to be universally recognised for empowering generations of young women to be a transforming Benedictine presence in our world.

Position Overview

The Junior IT & AV Support Officer provides frontline technical support across the College, assisting with IT helpdesk services and the delivery of audio-visual support for events and learning environments. The role supports the effective operation of technology systems, ensuring staff and students experience reliable, responsive and high-quality technical service and support.

Duties and associated indicators of successful performance include:

Mission Stewardship

- Demonstrates humility, reflection, and relational presence in daily interactions, modelling the values of the Good Samaritan, Benedictine tradition, and the College.
- Actively participates in liturgical, prayer, and formation experiences that contribute to the faith and spiritual life of the College community.
- Integrates faith, values, and reflection into everyday work and relationships within the College.
- Contributes to College service, social justice, and formation initiatives as a practical expression of the mission and values.

Audio Visual (AV) & Event Support

- Provides technical support for College events including assemblies, liturgies, open days, performances and community events.
- Assists in the operation of audio-visual systems including sound, lighting, projection and live streaming technologies.
- Supports the setup, operation and pack-down of AV equipment for both internal and external events.
- Assists in the maintenance and ongoing readiness of performance and event spaces, including stage lighting, sound and vision systems.
- Supports live streaming of events (e.g. via Microsoft Teams) for the College community.
- Demonstrates a willingness to develop skills in AV production tools (e.g. Adobe Creative Suite) for basic editing and content support.



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IT Helpdesk, AV & Technical Support

- Provides first-level technical support to staff and students through the College helpdesk system, ensuring timely and professional resolution of support requests.
- Assists with the installation, configuration and deployment of desktops, laptops and mobile devices, including student device rollouts.
- Supports troubleshooting and fault finding across a range of technologies including AV equipment, PCs, laptops, printers and mobile devices.
- Undertakes basic diagnostic investigations and escalates or coordinates repairs with senior staff or external providers as required.
- Assists with the installation and updating of software applications, including maintaining compliance with system upgrades, patches and security requirements.
- Contributes to maintaining a high standard of customer service and responsiveness across the Technical Support team.

Systems, Infrastructure & Maintenance Support

- Assists with the maintenance and monitoring of IT and AV systems to ensure reliability and performance.
- Supports AV, network and infrastructure tasks as directed, including basic cabling, patching and equipment setup.
- Assists with maintaining compliance with software licensing and system standards.
- Supports the College's telecommunications systems, including basic troubleshooting and maintenance as required.
- Contributes to planned maintenance, upgrades and improvement initiatives across IT and AV services.

Administration and Asset Management

- Maintains accurate records of IT and AV assets, including assisting with asset registers and inventory management.
- Monitors stock levels of consumables, spare parts and equipment, escalating replenishment needs as required.
- Assists with the documentation and implementation of IT support procedures and best practices.

Team Contribution & Continuous Improvement

- Works collaboratively with the broader Technical Support team to deliver efficient and effective services.
- Demonstrates a proactive approach to learning and skill development across both IT and AV domains.
- Supports research and evaluation of new technologies to enhance College operations and user experience.
- Undertakes other duties and technical support tasks as reasonably directed.



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Policy, Compliance and Systems Support

- Adheres to all College policies and procedures, including those relating to IT usage, cybersecurity, privacy, child safeguarding and workplace health and safety (WHS).
- Ensures all technology use and support practices align with College standards, regulatory requirements and best practice.
- Supports compliance with software licensing agreements and acceptable use policies across the College.
- Maintains confidentiality and security of College data, systems and user information at all times.

Other Duties

- Any other duties as required by the Head of Information Technology and Systems.

Other Information:

This role reports directly to the Head of Information Technology and Systems.

Key Relationships

- Technical Support Team
- Teaching and Professional Staff
- Students
- Performing Arts / Events Staff
- External service providers and contractors

Qualifications and Experience

- Exposure to audio-visual equipment (e.g. sound systems, projection, lighting).
- Relevant qualification in Information Technology, Audio Visual Technology or a related field (or currently working towards).
- Demonstrated interest in IT support, AV operations or technical services, ideally within an education or customer service environment.
- Basic knowledge of computer hardware, software applications and troubleshooting practices.
- Familiarity with Microsoft environments (e.g. Windows OS, Microsoft 365, Microsoft Teams).
- Excellent interpersonal and communication skills with a commitment to confidentiality and professionalism

Term of appointment

This role is part time, term time, classified as a School Officer, Level 2 under the *Catholic Single Collective Enterprise Agreement Religious Institute Schools of Qld 2023-2026*.