POSITION DESCRIPTION
eLearning Helpdesk/Field Technician

A   PREAMBLE:

All staff at Bethlehem College are expected to model a life based upon a personal commitment to Christ, with consistent expression of the fruit of the Spirit, as well as the exercise of various gifts and talents. In accord with the College's Mission statement staff will model both service to, and leadership of, their class based on a Biblical understanding of these concepts. For all of this we depend on God and His promise to *'make all grace abound to us, so that in all things at all times, having all that we need, we may abound in every good work.'* (II Corinthians 9:8)

B   EDUCATION WITH A SPECIAL CHARACTER:

The appointee shall support and uphold the school's "special character" as defined in the school's integration agreement and Statement of Special Character.

C   GENERAL RESPONSIBILITIES

Position:	Full Time, Fixed Term (12 months) to be reviewed
Employer:	Bethlehem College
Place of work:	Bethlehem College – Elder Lane, Bethlehem, Tauranga
Work hours:	40 hours, between the hours of 7:30am and 4:30pm – with on call support between the hours of 8.00am and 8.00pm, Monday to Sunday inclusive (7 days). On call time, to be taken as time in lieu.
Statement of purpose:	"We provide professional information, communication and technology services to the glory of God, enabling Bethlehem College to achieve technology enhanced learning outcomes."
Scriptural Guidance	*Ephesians 4:1 "…walk worthy of vocation you have been called to do"* *Colossians 3:23 "what ever you do, do it as unto the Lord"*
Accountable to:	Dept Principal Director of eLearning, eLearning Systems Engineer, Norrcom (Technical Provider) for day to day tasks and for employment matters, to the Principal.
Team members	eLearning Systems Engineer Director of eLearning/Coach Norrcom Student Tech Crew

Holiday & sickness cover by: eLearning Systems Engineer and/or Norrcom

Overall Purpose of this role in the department:

The Helpdesk/Field Technician role is a member of the eLearning team that primarily provides level 1 and level 2 support to the staff, students and visitors of Bethlehem College.

Working collaboratively with the Systems Engineer and Norrcom to provide level 1 and level 2 support for Bethlehem college eLearning services and staff, triaging and escalating to the Systems Engineer/Head of eLearning as necessary, with growing responsibilities and tasks as site and technical knowledge increases

From time to time will assist the Systems Engineer with projects, level 3 support tickets and enquiries.

Provides professional customer support, instructional and/or technical support of high quality in person, on the phone and electronically so that Bethlehem College can effectively achieve curriculum delivery and administrational requirements.

AREA OF RESPONSIBILITY AND TASKS	*QUALITY STANDARDS / KPI*
Responsibility: Customer Support Provide professional technical assistance to computer users by answering questions and resolving issues in person, on the phone or electronically (whichever is most efficient and effective for the respective issue) **Tasks:** - Monitor and process helpdesk emails by responding appropriately and creating a Helpdesk Ticket if required - Provide assistance concerning the use of computer hardware and software including printing, installation, software use, emailing and operating systems - Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support - Keep users informed of IT related systems problems and outages - Provide level 1 and 2 support	Answer phone within 3 rings (with a smile) Acknowledge customers with 30 seconds of presenting at the counter Create all tickets within 2 hours or before 4.30pm whichever comes first Aim to receive no customer complaints about your work Work to ensure customer satisfaction at all points of engagement
Responsibility: Development and Administrative Support of all desktop build images and core campus IT operation platforms **Tasks:** - Construct and supervise deployment of all desktop builds - Ensure requests for new software are operationalised in builds and deployed within a 3 week time frame, unless there are practical substantive reasons - Oversee and Maintain Servers as directed by the Systems Engineer/Norrcom - Ensure all configurations are stable - Fault diagnose, and resolve all system problems - Maintain and administrate all client desktop and laptop systems. - Ensure system changes are only implemented in agreement with Norrcom - Maintain up to date documentation and logs on all systems for disaster recovery - Ensure campus network is accessible between the hours of 8.00am and 8.00pm, Saturdays and Sundays inclusive	(system to be available 98% of time 8.00am to 8.00pm, Saturday and Sunday inclusive) … a joint KPI for the team.

AREA OF RESPONSIBILITY AND TASKS	QUALITY STANDARDS / KPI
Responsibility: Operational Administration of the College servers and network. **Tasks:** - Maintain campus internal LAN TCP/IP network configuring and monitoring (DNS DHCP, WINS etc.) - Maintain campus web link and firewalls - Monitor all devices on the network and rectify network faults - Configure and monitor core switch gear and managed switches etc. - Maintain all security systems (virus protection tools) and implement network permissions and user policies on the campus network.	Ensure all customers have correct access to the correct files as and when required.
Responsibility: Fault diagnosis and problem escalating to Systems Engineer **Tasks:** - Respond to Helpdesk task allocations for user support issues that are system related - Monitor tickets and ensure jobs are being closed within the times maintain all database environments used in student administration and general administration, library, intranet and Internet services - Ensure accessibility to corporate data - Provide customer services where software and hardware issues which are not able to resolve by third level support are escalated to vendor support - Maintain all protective, security, backup and monitoring applications	Close or escalate tickets to meet all customer requirements. Resolve Level 1 tickets within 8 working hours Resolve Level 2 tickets within 16 working hours The job management is up to date within 4 hours i.e. the system reflects a ticket completion within 2 hours of being completed All data is available for restoration in accordance to the DR policies. Escalate any relevant issues to Systems Engineer as required.
Responsibility: Implementation and Support Of New Technology / Consultancy to Director of eLearning **Tasks:** - Provide advice ensuring appropriate technological solutions are secure, effective and efficient.	
Responsibility: Administer Systems Documentation And Disaster Recovery Plans **Tasks:** - Ensure all system documentation is current - Develop and maintain a disaster recovery plan - Administer backup and data recovery systems	Ensure data is 'backed up' daily according to eLearning best practice. Perform one disaster recovery simulation per year Perform monthly partial data restores.

AREA OF RESPONSIBILITY AND TASKS	QUALITY STANDARDS / KPI
Responsibility: General Responsibilities and Supporting the eLearning Team **Tasks:** - Proactively share appropriate information with eLearning team - Contribute to maintaining a tidy and safe work environment - Hold a Godly perspective in all aspects of your work life Abide by the rules and policies of the eLearning team and the wider College including Health and Safety best practice	eLearning team members are informed immediately of anything relevant to their work Participate in relevant training opportunities as provided by Norrcom from time to time. Undertake relevant training and skill improvement through personal professional development during the year.

This Position Description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and perform other job-related duties as requested by The Systems Engineer, Norrcom and/or Director of eLearning

The Position Description may need to be amended or replaced partly from time to time to reflect changes in the organisation and eLearning service requirements

SKILLS / EXPERIENCE REQUIRED FOR THIS POSITION

- Relevant Diploma or tertiary studies
- Knowledge of circuit boards, processors, chip, electronic equipment and computer hardware and software, including applications and interest in basic programming.
- Knowledge of currently prevalent eLearning equipment, including servers, computers, mobile devices, peripherals and telephony equipment
- Good knowledge of operating systems; server and end user
- Knowledge of Microsoft Server 2012 / 2016 and SQL Server
- Knowledge of Active Directory, Office 365 and Google services
- Good Network administration skills with latest technology, including security
- Knowledge of the latest Financial, Microsoft Office and Database applications
- Good knowledge of telecommunication systems
- Understanding of principles and processes for providing high level customer and personal service including customer needs assessment, meeting quality standards and evaluation of customer satisfaction
- Good verbal and written command of English
- Strong communication skills at all levels of the organisation including active listening
- Good administrational and computer user skills
- Good self- and time-management
- Ability to explain technical issues in simple terms
- Patience to explain and teach non-technical staff
- Current, full and clean driver's license

OTHER ABILITIES, BEHAVIOURS AND ATTITUDE REQUIRED FOR THIS POSITION

- Aligned with the ethos/values of the Bethlehem College
- Fully committed to professional customer service as a primary responsibility, taking proactive initiatives to ensure computer users are able to accomplish their work objectives
- Positive, constructive and motivated disposition
- Interested in eLearning knowledge, developments and trends
- Ability to be flexible and work well under pressure
- Keeping informed about latest systems and network technology
- Attention to detail and good accuracy
- Masters complexity and finds practical solutions
- Good communicator
- Initiative to keep learning and finding better solutions
- Ability to multi-task and deal with multiple issues at a time
- Good team player
- High level of integrity and reliability
- Ability to be flexible, adaptable and work well under pressure