



MLC  
SCHOOL

# Technology Service Officer (Information Technology Department)



# MLC School

Founded in 1886, MLC School is an independent girls' school of the Uniting Church. Our mission is to educate and inspire young women to be fearless thinkers with moral courage and compassion, to be agents of change in their own lives and in the lives of others.

We believe a fearless thinker has:

- Fundamental optimism
- Multiple perspectives of the world
- A questioning mindset
- A philosophy that learning is integral and personal to one's life
- The ability to think critically and creatively when solving problems
- Courage when taking initiative
- The confidence to challenge stereotypes

MLC School girls pursue excellence in all they do: from their results in the classroom, to their achievements on the sporting field. Students demonstrate integrity in their daily lives and celebrate diversity by immersing themselves in different cultures and delving into learning about global customs and traditions. In the Senior School, MLC School girls explore diversity through a variety of immersions and adventures, such as the Red Earth Indigenous Immersion, Round Square conferences and the Duke of Edinburgh's Scheme.

MLC School girls are expected to be generous and inclusive, honest and accountable, diligent and professional, just and compassionate, hopeful and courageous, respectful and positive.

At MLC School, staff, students and families work collaboratively to ensure that our girls take hold of the opportunities they are offered in order to embark on a journey of education and to walk as daughters of the light.



## Values

The MLC School values inform the actions and expectations of students, staff and all members of our community. They were recently reaffirmed by our community and reflect our connection to the Uniting Church and its values, and our long held belief that we should all 'dare to be more'.

- Courage
- Compassion
- Respect
- Growth



Principal Lisa Moloney

## The MLC girl

The MLC girl will be empowered with skills and capabilities that will enable her to be adaptive, compassionate and courageous. She will strive to achieve her personal best in all that she does and confident to embrace new challenges and opportunities.

## MLC School

MLC School offers a rich, well rounded education program that reflects our deeply held belief that all students have special gifts, talents and needs. It enacts our commitment as educators to endeavor to bring out these gifts in each and every one of our students; to help each student find her own voice.

We are proud of our diverse student population, and honour the identity of every girl, acknowledging that her story contributes to our shared identity.

With an in-depth knowledge of how girls learn best, MLC School is dedicated to creating a nurturing and enjoyable environment for girls to adopt an intelligent and critical mindset. This begins in the Early Years, where technology is embedded in a play-based environment, making learning both fun and engaging, and where each girl receives 'just right' instruction in English and Mathematics regardless of her year level.



# Our Difference

The MLC School girl is daring and brave. She pushes societal, academic and creative boundaries. She challenges the perceptions of what a woman can and should do. She embraces her responsibility to contribute to the world, both actively and positively.

MLC School girls are fostered to be free-thinking women, and to challenge the norm by taking measured risks. Girls come from across Sydney and reflect the variety of cultural and faith backgrounds that are evident in our global city. Difference is encouraged through MLC School's academic and co-curricular programs, which recognise and celebrate diversity and hold notions of what might be seen as 'typical' up to the light. These programs allow girls to discover their academic, creative and physical strengths, reward curiosity and provide a safe framework for experimentation and risk-taking.

From our earliest days, MLC School has recognised the pivotal role that education plays in the empowerment of women and sought to challenge community assumptions about the roles and limitations of women.

Our mission to 'educate young women to be fearless thinkers with moral courage and compassion to be agents of change in their own lives and the lives of others', is as relevant and necessary as ever.



## Learning at MLC School

Our educational philosophy is focused around the holistic development of each girl that is supported through strong relationships and a sense of connection. This holistic approach is encompassed in four distinct learning frameworks. Each framework covers an area of school life with the MLC School girl at the centre. Learning and Teaching, Pastoral Care and Wellbeing, Cocurricular and Spiritual Life represent the different aspects of the whole girl. The Learning Dispositions draw upon our School values and are the link between our values and each of the four frameworks. Each framework is mapped back to the six learning dispositions that have been identified as essential to the nurturing of the type of graduate we seek. These learning dispositions are the characteristics or attitudes to learning that are independent of content knowledge. They describe how students approach learning and therefore impact the outcomes of their learning. A focus on dispositions towards learning develops in students an awareness of learning as a process enabling them to articulate how they engage with and approach their own learning.

The Learning Dispositions also align with our place as a leader in delivery of the International Baccalaureate Diploma Programme and as a Round Square member school, and the integration of the Round Square Discovery Framework.

The learning dispositions align to three broad categories that describe the different facets of intelligence and understating we seek to develop:

- Emotional intelligence and understanding – the MLC School girl is self-aware and empathic
- Cognitive intelligence and understanding – the MLC School girl is curious and open minded
- Ethical and moral intelligence and understanding – the MLC School girl is accountable and collaborative

## Immersive Learning

Our immersive learning experiences from Year 5 to Year 10 broaden horizons, encourage resilience and foster a growth mindset to underpin academic success in the Senior Years.

Over the past twenty years, MLC School has broadened the horizons of its students by taking them out of the classroom and into learning experiences in the real world. These experiences have ranged from experiencing the breadth of Sydney as a city of first peoples and migrants to exploring the rural life of New South Wales to overseas experiences. The school believes that students and their learning are enriched by being immersed in situations and experiences outside their normal day to day lives, including outdoor education, service, adventure and lived history.

## IB and HSC – Your Choice

MLC School offers both the pre-eminent International Baccalaureate (IB) course in Australia, and the HSC for Year 11 and Year 12. The IB is an internationally recognised qualification that particularly suits all-rounders, while the HSC suits students who have a strong interest in a particular academic area, such as science or the arts. MLC School also offers strong support for VET courses such as Entertainment in Year 11 and Year 12.



## Junior School

The atmosphere at the Junior School is warm and friendly, at times energetic, yet always with time for quiet reflection, mindfulness, music, physical activity and more. Each student's learning in English and Mathematics is personalised, ensuring instruction is targeted to her specific learning needs, regardless of her level. This 'just right' approach to learning leads to significant growth, which we monitor closely over time and share with parents. The Junior School is a place of purpose, passion and possibilities, establishing a love of learning that will carry our girls all the way through their school years and beyond.

## Co-Curricular Programs

From coding to orchestra, debating to football, co-curricular activities have long been recognised as a way for students to discover a passion, try a new skill, learn and develop leadership, social and organisational skills and provide service to the school and community. At MLC School, girls are encouraged to participate widely and cocurricular activities are seen as an intrinsic part of a girl's experience of school life. At MLC School, our co-curricular activities and programs provide valuable learning experiences through practical situations involving teamwork, sportsmanship, winning and losing, hard work and fun.

### Music

Music is in MLC School's DNA. The whole school is involved in performing music, be it at the Sydney Town Hall, the Sydney Opera House or the City Recital Hall at Angel Place. MLC School has a reputation for musical excellence across a wide range of styles. Music enriches the lives of all our students – the program is inclusive and open to all.

MLC School's music program has been recognised with two national awards for embracing innovation and excellence. The Australian Music Centre and APRA National Award was received for the most distinguished contribution to the advancement of Australian music in education. The TOAN National Award, presented by The Orchestras of Australia Network, was for the best school orchestral program. Both these awards are testimony to our extended commitment to musical excellence; a program that has enriched the musical lives of our students and established MLC School as a leader in Australian music education.

### Sport

Sport is an integral part of the MLC School life and plays an important part in the development of the whole person. MLC School has a proud sporting tradition and girls from Year 3 to Year 12 participate in the IPSHA and IGSA sporting competitions as well as other local and club groups. We applaud those who give it a go as much as those who excel.

### Dance, Drama and Entertainment

MLC School has a very strong dance program where girls can learn contemporary, modern, and hip hop among other dance styles. The school is a regular finalist in state dance competitions. The Drama department provides opportunities for performance with Senior Years and Middle Years productions as well as participation in Trinity Speech and Drama, the Shakespeare Festival and Theatresports. Year 11 and Year 12 Entertainment students have many opportunities to practise their skills at productions through the year.

### Debating and Public Speaking

Debating and Public Speaking are very strong at the school and develop students' confidence, respect for others and sense of timing and structure, as well as their ability to present a persuasive argument and their knowledge of current affairs topics. MLC School competes in three debating competitions for students from Year 6 to Year 12; the Independent Schools Debating Association (ISDA) Competition, the Friday Evening Debating (FED) Competition and the Archdale Debating Shield Competition and has had outstanding success.



# MLC School Girls Achieve

MLC School girls achieve at the highest level in academia, sport and the arts. In sport we have national, regional and competition champions. Our musicians dazzle audiences with concerts at the Sydney Opera House and the Town Hall. Our co-curricular programs continue to thrive and grow exponentially every year. MLC School alumnae are pioneers and frontrunners in fields as diverse as science, the arts, politics, sport, medicine, the media, academia, business and the law, and they have continued their studies at prestigious educational institutions such as the Universities of Cambridge, Oxford, The Julliard School and Harvard.

MLC School is non-selective providing our students with an opportunity to select either the Higher School Certificate (HSC) or the International Baccalaureate Diploma Programme (IB) for their final years of High School.

Both provide an academic pathway to tertiary education around Australia and internationally. The IB Diploma programme is suitable for those who enjoy a broad range of subjects, while the HSC suits those who wish to specialise in a particular field of study area (science for example).





# Our Facilities

## Senior School

The new four level MLC Senior School Centre opened for students at the beginning of 2019. The Senior School Centre is an exciting place to learn and inspires teachers and students alike to take a fresh approach to traditional classroom learning.

An abundance of natural light strengthens the connection between indoors and out. Glass panels on the rooftop provide light to the atrium, which is at the heart of the building. The auditorium below, seats approximately 200 people and features acoustic panelling for sound absorption.

Mixing concrete, timber and glass, the new Senior School has a robust, industrial feel. Overall, the building houses 21 state-of-the-art classrooms, eight new science laboratories with extra preparation areas, three seminar rooms, 10 meeting/tutorial rooms, eight designated collaboration spaces, three multipurpose studios, an IT genius bar, four staff rooms and an outdoor garden terrace on the third level.

Additionally, the building has been designed for maximum energy efficiency, including a fully integrated building management system. This system incorporates a weather station which automatically prompts the windows to manage the building's temperature. The external shading louvre system is also supplemented with energy efficient glazing.

The completion of the building has enabled the demolition of several existing buildings on the campus which has been replaced with landscaping and lawns for our girls to enjoy throughout the day.



## Junior School

At MLC School, we understand that the learning environment has a powerful influence on student achievement.

At MLC School, our flexible learning studios, aesthetic design, seamless connection between carefully planned indoor and outdoor environments, all play a role in encouraging and enhancing relationships between children, teachers and families; and between children and the environment.

The inspired design of the Junior School utilises the relationships between space, colour and light to create wonderful places that encourage children to develop their full range of senses and experiences, to nurture their intellectual and creative development, and to capture the young, playful and imaginative world of the inquisitive and powerful early learner.

## Year 6 Centre

Opened in 2011, the building's design is in keeping with MLC School's long-term vision for a less traditional approach in developing open plan, light filled learning spaces.

Flexible space made by sliding and folding glass panels and doors; colourful furniture that adapts and changes shape, all make for a fun school environment that also fits the needs and interests of the girls' learning activities.

In the last decade or more, and into the future, our intention is to challenge classroom boundaries to improve outcomes for our students.



## Café 1886

Café 1886 provides a space for conversation, informal learning and daily food service in an inviting and casual atmosphere. This fun, flexible and social space serves the needs of our students, staff and community with style.

## Centre for Design, Art and Technology (DART)

Located at the site of the former Kent House, the Centre for Design, Art and Technology (DART) is a thriving hub of creativity that houses our TAS and Visual Arts classes. It has dedicated Visual Arts, PDM, ceramics and TAS spaces, as well as a large exhibition space.





## Aquatic Centre

Our state of the art Aquatic Centre is open to the community for Learn to Swim classes, squad swimming and much more.

The MLC School Aquatic Centre is a thriving hub of sporting activity for students of all ages. Diving and competitive swimming are popular sports all year round, along with our annual swimming carnivals. These are famous in our community for their serious competition and great sense of fun alike.

The Aquatic Centre is heated all year round. It is the continuation of a long tradition of swimming at MLC School, which built a pool for students very early in its history.

## Music Centre

The 1987 Centenary Music Centre opening was heralded as a wonderful addition to our already well-established music tradition. This dedicated space provides greater opportunity for musical talent to be nurtured.

The two-story structure, designed to resemble a long-fronted cottage and to blend with the buildings in the rest of the street, contains classrooms, studios for one-to-one lessons, an auditorium for recital work and a multi-keyboard laboratory. It is a permanent memorial to the great musical successes of MLC School.

## Libraries

The Wearne Library and the Junior School Hub are dynamic environments which are integral to learning at MLC School. Both libraries support teaching and learning, ensuring that the needs of all students and staff are met. Collaboration between teacher librarians and subject teachers ensures both libraries provide a range of resources that support the girls' education, reflect current NSW Education Standards Authority (NESAs) and International Baccalaureate (IB) Diploma Programme curriculums, and offers opportunities for research and deeper

Our flexible spaces in both libraries are popular for quiet study, collaborative classes, group work and co-curricular clubs. They are a place to be with friends before and after school as well as during breaks.



# Working at MLC School

MLC School currently employs over 250 professionals committed to delivering world-class excellence in education and service standards.

Situated 11km from the centre of Sydney, in the vibrant and culturally diverse suburb of Burwood, we are proud of our dedicated staff who support, create and facilitate compelling and engaging learning experiences for our young women.

As a Uniting Church School, we are well known for our:

- Founding ethos of breaking the traditions of girls' education
- Excellent academic record, including standing as an International Baccalaureate World School
- Culturally and ethnically diverse student body
- Commitment to the Christian faith
- Dedication to global citizenship as represented by our connections and student experiences locally, nationally and internationally
- Fully integrated Pre-Kindergarten to Year 12 educational experience
- Extensive co-curricular programs that focus on leadership, personal challenge and resilience in multiple domains

MLC School Staff are offered a range of benefits as part of their engagement:

- Excellent remuneration package
- Professional learning opportunities
- Onsite parking
- Outstanding Staff Lounge and onsite Café
- Discounted school fees
- Access to Long Service Leave entitlement after 5 years' service
- Salary packaging
- Access to the School's gym and indoor Aquatic Centre
- CPR and First Aid Certification training
- Employee Assistance Program
- Social activities and staff celebrations
- Opportunities to be involved in the extensive co-curricular program

# The Role

## Technology Service Officer

### Primary purpose of the position

The Technology Service Officer provides technical advice and support to staff and students seeking support with technology issues via the Service Desk. This encompasses, but is not limited to, phone support, in person, communication, documentation, audio/visual support, with a continued focus on operational excellence.

### Key accountabilities

#### Customer Service

- Provide exceptional customer service to all users requiring technology assistance.
- Ensure accurate logging of all Service Desk requests.
- Direct calls to appropriate IT staff as necessary.
- Provide support within agreed service levels, ensuring high levels of customer satisfaction
- Undertake root-cause analysis as appropriate and document outcomes.
- Proactively manage equipment for daily use; e.g. stock paper and toner in printers, restart frozen computers, check AV equipment, tidy up network, mouse and keyboard cables etc.

#### Audio Visual

- Ensure availability and accessibility of AV systems across the School.
- Provide in-person AV support for internal and external school events.
- Proactively manage equipment to minimise potential issues and outages.
- Prioritise response when requests are logged for support

#### Application Support

- Ensure familiarity with core application to provide support as required.
- Maintain Managed Software Centre to ensure provision of up-to-date applications.
- Provide feedback on emerging applications to increase effectiveness of technology across the School.

#### System Support

- Manage configuration and deployment of laptop/desktop for staff and students.
- Remain up-to-date with advanced operations of frequently used software and hardware.
- Attend and/or assist with training sessions conducted in house by ICT coordinators.

- Assist with the management and administration of technology infrastructure as directed.

#### **Risk Management**

- Ensure processes are standardised, documented and followed.
- Participate in testing the IT disaster recovery plan as required.
- Maintain a security culture; reviewing controls and escalating issues as required.

#### **Development and Innovation**

- Stay up-to-date on technology changes across the School.
- Ensure familiarity with school policies, services, and staff.
- Continually assess and implement processes to improve services to staff and students across the School.
- Assist, plan and implement technology changes to address recurring problems.

#### **General:**

- Model behaviours that inspire staff and adhere to the Code of Conduct and all policies and procedures of the School, including completion of compliance training requirements delivered on an annual basis.
- Perform the role and its responsibilities in accordance with statutory obligations, organisation values and policies to support the achievement of MLC School's mission.
- Undertake all other reasonable duties within your skills, qualifications and experience and comply with reasonable instructions as directed.

### **Key working relationships**

Line Supervisor:     Manager, Information Technology

Direct Reports:     N/A

Key contacts:        Operational and Teaching Staff, Heads of Department, Students

External:            Parents and the School Community, Vendors and Suppliers

### **Key challenges and influences of the role**

- Identifying the technology needs of individual students and staff.
- Focusing and prioritising action to improve outcomes and operational excellence
- Fostering productive relationships with students, parents, key stakeholders, and staff
- Promoting a culture that supports continuous improvement and responds positively to organisational change aligned to the School's strategic direction.
- A number of events and activities requiring support occur outside regular school hours.

## Capabilities

Capabilities represent the underlying knowledge, skills and attributes that underpin effective performance in the position.

In performing this role, position holders are expected to actively support the School's mission, vision and values and demonstrate capability in the following areas:

**Collaboration and teamwork** – Works cooperatively and builds productive working relationships with all staff to support the achievement of the School's strategic objectives.

**Quality customer service** – Demonstrates the School's customer service ethos to ensure the delivery of quality and timely service to all customers, both internal and external.

**Continuous improvement** – Is proactive in the implementation of the School's continuous improvement processes and change initiatives to deliver work in a highly efficient and effective manner.

**Communication** – Listens, interprets and conveys information in a clear and accurate manner and selects a communication medium appropriate to the target audience.

**Time management** – Manages own time effectively and provides prompt responses to requests for information.

**Integrity** – Adopts a principled approach to the workplace, adhering to the School's Code of Conduct and demonstrating respect for colleagues irrespective of role function or diversity of skills, experience or background.

## Technical capabilities required for the position

- Proven experience providing technical desktop support
- Microsoft Office Suite including MS Outlook, MS Exchange
- Working knowledge of Apple hardware, including; Mac computers and iPads
- Good understanding of AV systems and associated troubleshooting techniques
- User management utilising MS Active Directory
- Systems administration of MS Server 2012 & 2016, Windows 10, macOS X.12+
- Experience using an ITIL compliant call logging system
- Familiarity with and adherence to core ITIL Processes (e.g. Incident Management, Problem Management, and Change Management), in the delivery of IT services
- Demonstrated advanced troubleshooting and incident analysis skills
- Ability to work productively without direct supervision.
- Good problem-solving skills, with the ability to visualise a problem, think abstractedly and solve it.
- Ability to handle a constantly changing volume of traffic; remain productive, exercising patience and professionalism during stressful situations.



## Personal attributes

- Willingness to support the ethos and values of MLC School and the Uniting Church
- Demonstrated understanding of and commitment to girls' education
- Strong client focus, with a genuine desire to assist and resolve IT issues
- Aptitude for technical activities and a methodical and disciplined approach to problem-solving.
- Highly organised with the ability to manage multiple tasks - dynamic, and action-orientated, who meets deadlines and makes it happen.
- Demonstrated ability to build and maintain relationships and work confidently with people at all levels.
- Excellent communication skills (written and verbal) with the ability to earn trust and credibility.
- Demonstrated ability to exercise a high degree of confidentiality.
- The ability to work independently, consulting as necessary and contributing positively to the team.

## Qualifications and Experience

### Mandatory

- 1-2 years in a similar role providing end-user support
- Holds or working towards IT Industry based certification

### Desirable

- Tertiary qualifications in a relevant IT or business discipline
- Current First Aid Qualifications

## Additional Requirements

All employees of MLC School are required to:

- Maintain a degree of flexibility in working hours from time to time as required for their position. Some roles require work on weekends and out of hours.
- Contribute to School life including participation in camps, excursions, immersion experiences, cocurricular programs and other events and activities.
- Accept that the School reserves the right to modify the position to meet its operating needs.
- Assist and relieve in other positions from time to time.
- Demonstrate support for the School's philosophy, policies, procedures and core values.
- Undertake other reasonable and relevant duties within skills, knowledge and capabilities as directed by the Principal or their representative.

## Child Protection Policy

All employees at MLC School must undertake a *Working with Children Check* prior to appointment.

All MLC School employees must understand and observe the School's Child Protection Policy and all associated statements relating to student welfare and wellbeing. You are expected to always conduct yourself in ways that promote the safety, welfare and wellbeing of students, children and young people. You must actively seek to prevent harm to students, children and young people, and to support those who have been harmed.

## Employment Conditions

Department / Functional Area

Location Whole School

Employment Type Full Time Permanent

Enterprise Agreement / Award Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2017

Classification Clerical and Administrative Staff

Classification Level Level 3

Teaching Load N/A

## Closing Date 15 October 2021

Interested applicants are encouraged to apply early as we may commence the interview process prior to the closing date. Applications will close when a suitable candidate is found.

MLC School reserves the right to make an appointment by invitation.

# Location

## MLC School, Rowley Street, Burwood

MLC School occupies a very convenient location for many areas of Sydney. Students travel to the school locally and by direct school and public transport from the Inner West, North Shore, Eastern Suburbs and Cronulla.

