**ICT Technician**

Mackay Christian College (MCC) is a dynamic, leading college with enrolments of approximately 960 students. MCC is a multi-denominational, coeducational Christian college (from Early Learning to Year 12).  We are committed to providing a safe environment in which our students can develop academically, spiritually and socially through quality curriculum, modern facilities and dedicated, caring staff.

As the ICT Technician, you will be the first point of contact for technical support across MCC.  This role provides hands-on assistance with hardware, software, networking and cloud-based systems, ensuring smooth ICT operations.  The role also offers the opportunity to work independently and collaboratively, contributing to meaningful educational outcomes.

**Key Responsibilities under the direction of the ICT Manager:**
·    Provide Level 1 and 2 technical support in person, via phone and online.
·    Troubleshoot and resolve issues related to hardware, software and networks.
·    Support and maintain ICT hardware including desktops, laptops, iPads, AV equipment, printers, IoT devices, phone systems and College ICT infrastructure.
·    Configure and deploy new devices and equipment.
·    Administer Microsoft 365 e.g. Intune, SharePoint, Exchange Online, OneDrive.
·    Support cloud-based solutions e.g. Azure and Entra ID.
·    Maintain accurate asset registers and technical documentation.
·    Collaborate with vendors and escalate issues, as necessary.
·    Provide administration of systems e.g. SharePoint, Active Directory and Azure.
·    Build digital forms and workflows to streamline operations.
·    Participate in infrastructure support and project work.
·    Ensure ICT security and privacy compliance.
·    Coordinate and document ICT incidents and resolutions.
·    Support wireless deployments and network administration (Aruba).
·    In consultation with ICT Manager understand and respond to ICT issues with practical solutions.

**Required Skills and Experience**
· Demonstrated experience in ICT support roles.
· Highly competent troubleshooting skills across software applications e.g. Microsoft 365, Adobe Creative Cloud.
· Practical knowledge of Windows Server (AD, Group Policy, DHCP) and Hyper-V.
· Highly competent networking knowledge and experience with cloud-based systems.
· Ability to communicate technical concepts in layman's terms.
· Ability to work independently and as part of the ICT team.
· Ability to communication effectively with non-ICT staff.
· Organised and proactive approach to managing multiple tasks.
· Experience with ICT operations best practices and ITIL.
· Christlike attitude to serve and assist all MCC staff and students.
· Display behaviours in line with the College Code of Conduct to reinforce the College's CLEAR values and culture.

**Qualifications and Requirements**
· ICT certification, diploma or degree in a related field (preferred).
· Current driver's licence.
· Blue Card (Paid Working with Children Card) or ability to obtain one.
· Enthusiastic mindset to learn and grow within a supportive team environment.

Please visit our website: **Mackay Christian College | Employment Opportunities** and complete a Non-Teaching Staff Application, then email this form together with your CV to:

**mcc@mccmky.qld.edu.au**

**Please include ICT Technician, as your email subject line.**