



Our Lady of
Mercy College

ICT SUPPORT OFFICER

Application Package

ICT Support Officer – Duty Statement

Full-time, Ongoing

Introduction to the College

Our Lady of Mercy College is a co-educational secondary school for students from Year 7 to Year 12. Guided by the Catholic faith and Mercy tradition, the College is committed to inspiring learning, nurturing faith and embracing life. We focus on the holistic development of each student – academically, socially, emotionally and spiritually.

Set in peaceful surroundings, our campus offers dynamic learning spaces, expansive grounds and excellent sporting facilities, creating an ideal environment for students to thrive. Our mission centres on deep learning and spiritual growth, empowering students to become compassionate, capable and globally minded citizens.

Overall Responsibility

The Information Communication Technology (ICT) Support Officer is a contact for software and hardware support, delivering attentive customer service to facilitate the use of our College network and systems. The position supports and maintains Information Technology systems and equipment throughout the school.

As a member of staff, the ICT Support Officer will support the College Principal and staff in the promotion and upholding of Catholic values and the shared vision of the College. They will involve themselves as a member of the whole staff in enhancing the welfare and development of students in the College community. This includes the promotion and maintenance of a positive public profile for the College and demands the highest level of professionalism, confidentiality and the capacity to work with independent initiative.

Reporting To

The ICT Support Officer reports to the ICT Manager & College Finance Manager.

Specific Responsibilities

The ICT Support Officer will:

- Work under the direction of the ICT Manager, escalating issues as necessary.
- Monitor helpdesk requests with the IT Helpdesk Technician (via tickets, verbal or written communication).
- Provide device and application support to staff, students and external individuals as requested.
- Provide professional and customer-focused ICT support.
- Provide application support for all College software and systems, e.g. Microsoft Office 365, SEQTA and ticketing portal.
- Respond to end-user technical support requests via various channels, including phone, email and in-person.
- Create and maintain user accounts.
- Provide assistance with installing and updating CEWA approved software.
- Maintain an accurate Asset Register, including maintenance records and replacements.
- Track and manage College loan devices.
- Monitor printers and conduct basic troubleshooting. If necessary, report to external contractors.
- Liaise with repairers to ensure timely device support.
- Assist with the end-of-lease equipment return process.



- Organise and tidy computers, network cabling and ICT spaces, e.g. workspaces and server rooms.
- Assist with current/future College and CEWA projects and audits.
- Be a member of the CEWA Technical Community.
- Perform other duties as required by the College Executive.

Essential Skills

The following essential skills are required to achieve the outcomes in the context of this position:

- Display a commitment to learning and providing customer-focused service.
- Demonstrated verbal, written and interpersonal communication skills with the ability to effectively liaise with staff, students and other individuals at all levels.
- Demonstrate problem-solving skills and recommend practical solutions.
- Have the ability to exercise attention to detail to ensure accuracy of data.
- Demonstrated ability to install and maintain ICT systems and software.
- Demonstrated organisational skills and the ability to use initiative and work with minimum supervision.
- Demonstrate uncompromising confidentiality regarding information and privacy.
- Have the capacity to work both collaboratively and independently.
- Demonstrate strong communication and organisational skills.
- Have a clear understanding and support for the ethos of Catholic Education.
- Working knowledge of Office 365, SEQTA, Adobe, ClickView, Cloud technologies and scripting.
- Have the ability to liaise and work positively and constructively with other members of staff, parents, Catholic Education personnel and with the wider community.

Desirable Skills

- Experience with Active Directory, Aruba Network, Azure and Microsoft Intune.
- Experience with CEWA digital systems in a secondary school setting.

Selection Criteria

Successful applicants for this role will:

- Have a relevant qualification in ICT, minimum Certificate III in Information Technology or equivalent.
- Possess or be willing to complete the requirements for Accreditation to Work in a Catholic School.
- Possess or be willing to obtain a current Working with Children Check.
- Have a willingness to learn, innovate and be creative.
- Invest in ongoing professional growth.
- Work independently and collaboratively.
- Have uncompromising confidentiality.
- Have strong attention to detail.
- Have excellent communication skills (verbal and written).
- Have excellent time management skills and meet deadlines promptly and efficiently.
- Have the ability to engage and communicate information.
- Have the highest degree of professionalism.
- Have an understanding and support of the Catholic Ethos.

Tenure and Conditions

Responsibility	Position reports to the ICT (Information Communication Technology) Manager
Tenure	Ongoing Position, Full-time, Commencing as soon as possible.
Remuneration	As per the industrial agreement Non Teaching Staff Enterprise Agreement 2014 & CEWA Salary Schedule .
Leave	Entitlements as per the industrial agreement.
Working Pattern	Working Hours are Monday to Friday, 8:00 am to 4:00 pm.
Annual Leave	Four weeks annual leave. All annual leave is to be taken in school holiday time unless negotiated with the Principal.
Extra-curricular and After-hour Requirements	Fully support College activities by attendance at various extra-curricular and social functions where required. The Annual Commissioning Mass, Graduation Evening and Presentation Evening are examples of significant compulsory events for all staff.

General Information for Applicants

To apply for the role:

Applicants will need to produce an application package which includes:

1. Cover letter
2. Curriculum Vitae, including copies of professional qualifications

Applications are to be received via email to olmca.humanresources@cewa.edu.au addressed to the Principal Mr Vince Bellini no later than 9:00 am, **Friday 24 July 2026. Applications after this deadline will not be accepted.**

The College reserves the right to close advertising early.

1. Cover Letter

Write a cover letter addressing the requirements outlining your suitability for the position. This should be a maximum of two pages. Letters need to be addressed to Mr Vince Bellini.

2. Curriculum Vitae

- Employment history
- Professional qualifications
- Professional learning
- Accreditation status, attainment date and number
- WWCC (Working with Children Card) number and expiry date
- Names and contact information of three professional referees, along with your Parish Priest. All will be contacted for the purpose of a verbal reference.

Your three referees must include;

- a person with whom you are currently working.
- a person with whom you have worked in the past two to five years.
- a current line manager.
- Provide copies of professional qualifications, Working with Children card

Further information can be obtained by contacting the Vice Principal, Mrs Maree Maughan on 08 9720 3300.

*Please note, the College will be closed for one week from Monday 6 July for school holidays.

Timeline

Friday 3 July	Position advertised
Friday 24 July	Closing date for applications
Wednesday 29 July	Shortlisting and interview invitations sent
Monday 3 August	Interviews
Friday 7 August	All applicants advised of position outcome



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