



CHRIST'S COLLEGE  
CANTERBURY

**POSITION DESCRIPTION**  
**Digital Services Technician**

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**Reporting to:** Director of Digital Services

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**Functional Relationships:**

- Director of Digital Services
  - Web Services manager
  - Solutions Architect
  - College Parents and Boys
  - Teaching and Non-teaching staff
  - College suppliers and contractors
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**Primary Function:**

The Digital Services Technician will be involved in:

- Help-desk operations
  - Classroom and venue AV
  - Digital Services Asset administration
  - Hardware and software management
  - Telephony systems
  - Projects and security
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**Hours of work:**

The hours of work will generally be Mondays to Fridays, 8:00am to 4:00pm with a 30 minute break for lunch. The work may require evenings and weekends during major upgrades, which will be acknowledged via time in lieu in accordance with Christ's College policy on this.

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**Person specification**

- Excellent interpersonal and communication skills
- Familiarity with Office365 and Google suite

- Demonstrated organizational ability
  - Desire to provide high-quality service
  - Minimum of two years' experience maintaining and configuring a variety of operating systems including macOS, Linux, Windows, iOS, tvOS, ChromeOS
  - Ability to work independently and as part of a team
  - Professional discretion
  - Strong attention to detail
  - Willingness to learn new things
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## **Key Tasks**

### **Digital Services Helpdesk Operations**

- Document and provide Digital Services support for students and staff including set-up of user accounts, software and hardware support, ID cards and triaging of hardware/software problems
- Provide training for staff and students in the use of various systems and environments
- Collaborate with Digital Services colleagues on Digital Services issues that arise and develop possible solutions
- Install, integrate, customise, configure, secure and test new systems and hardware; resolve configuration conflicts and errors.
- Organise repair of equipment with service providers
- Manage all classroom AV including projectors, televisions and connected Apple TVs, maintenance, auditing and installation and Plex video system
- Assist with other College AV in venue areas
- Assist with web-based systems such as Reach Boarding

### **Hardware and software**

- Provision and maintain end-user computing devices (laptops, desktops, mobile devices etc)
- Manage and maintain the Plex classroom media server
- Building PCs and servers
- Assist in managing MDM payloads and patch management for end-user Apple devices
- Assist in managing DEP enrollments and VPP purchases
- Hardware repairs and troubleshooting
- Manage day to day operation of cloud based productivity tools, office 365 and Google suite

### **Security**

- Perform regular security monitoring and antivirus software updates
- Perform regular file archival and purge as necessary

### **Digital Services Asset maintenance and administration duties**

- Maintain an accurate list of Digital Services equipment including audiovisual enabled rooms (e.g. classrooms and venues), and the cyclical upgrade of these, making effective use of the College ticketing and asset system
- Assist with administration tasks

## **Copiers**

- Oversee the day-to-day management of College copiers and printers
- Liaise with copier company over required support, repairs and supplies

## **Telephony systems**

- Assist in managing the College's telephones, softphones and associated mobile phones.

## **Projects**

- Assist in project development and implementation with technical issues including technical analysis and design, support of operations staff in executing, testing and rolling-out the solutions.

## **Networking:**

- Assist with onboarding users into various services and systems
- Network patching, basic troubleshooting
- Assist with hardware and software upgrades

## **Other**

- Other duties as assigned by Director Digital Services
- Attend College-specified Professional Learning

## **General Conditions**

- Subsidised superannuation and medical insurance are available after a qualifying period
- The Digital Services Technician is required to dress appropriately for the duties being performed
- The College will provide training as part of the employee's professional development

**Salary Range:** \$50,000 - \$60,000