
ROLE DESCRIPTION

ICT TECHNICIAN & AV SPECIALIST



Classification	Education Support Level 3 – Category A
Hours	Full time
Appointment duration	Ongoing
Date Reviewed	October 2026

PREAMBLE

In 1957, a group of dedicated people brought St John Bosco's pastoral vision to Melbourne's rural Chadstone. Today, building developments and technological advancements communicate the College's commitment to progress, while our core pedagogical vision remains just as relevant as it was in 1957. Empowering young people to discover their own intrinsic goodness, while developing the skills and courage to express it in practical ways, is at the core of the Salesian Charism.

OUR VISION

A dynamic, joy-filled and nurturing Catholic learning community that inspires all boys to strive for excellence in the spirit of St. John Bosco.

OUR MISSION

Salesian College Chadstone is a Catholic secondary school for boys in the Salesian tradition.

It is a community that welcomes all young people and families.

We are a school that celebrates diversity and forms young men through relationships, learning and faith so they may become good Christians and honest citizens who can act with respect and integrity in their service to others and our society.

As a College, we are committed to building a caring community which:

- Ensures that a Catholic and Salesian ethos underpins all aspects of College life within an atmosphere of respect for all
- Promotes initiative, a spirit of enquiry and a desire to strive for academic excellence through innovative and supportive teaching
- Provides students and staff with every opportunity to develop all aspects of each individual
- Practises wise governance, strategic leadership and fair processes and
- Works in partnership with parents, families, past pupils, parishes, educational and ecclesiastical institutions and other civic agencies

OUR VALUES

Integrity • Respect • Belonging • Joy • Dynamism

All leadership positions in our Catholic school in the Salesian Tradition are designed to demonstrate the value it holds for the dignity of the human person, a culture of community and a commitment to social justice and service for the common good.

SALESIAN COLLEGE IS A CHILD SAFE SCHOOL IN ACCORDANCE WITH MINISTERIAL ORDER 1359

Salesian College provides employees, volunteers and clergy with regular and appropriate opportunities to develop their knowledge of openness to and ability to address child safety matters. This includes induction, ongoing training and professional learning in accordance with Ministerial Order 1359 to ensure that everyone understands and is compliant in their professional and legal obligations and responsibilities, and the procedures for reporting suspicion of child abuse and neglect.

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POSITION

The ICT Technician & AV Specialist plays a key role in the delivery, support and continuous improvement of the College's technology services across ICT, audiovisual, classroom, and live event environments. The position supports the day-to-day operation of essential technology systems while also contributing to the planning, coordination and delivery of projects, events, system upgrades and operational improvements across the College.

The role requires a broad and adaptable technical skillset, spanning end-user ICT support, endpoint management, network-connected AV systems, control systems, production technology, live audio, lighting, video and streaming workflows. The position is responsible for diagnosing and resolving technical issues, supporting staff and students, maintaining equipment and systems, coordinating with vendors and ensuring technology services are delivered reliably, safely and professionally.

This position requires sound independent problem-solving, prioritisation and technical judgement, particularly when supporting classroom disruptions, live events, system faults and time-critical operational requirements. The role contributes to the effective delivery of teaching, learning, administration, community engagement and major College events by ensuring ICT and AV systems are well-supported, well-maintained and fit for purpose.

Reports to

- ICT Manager

RESPONSIBLE FOR

- Casual Contractors

COLLEGE TEAMS

- ICT Team

KEY RESPONSIBILITIES

- Provide Level 1-2 ICT support for staff, students and parents across hardware, software, accounts, printing, telephony, network connectivity and classroom technology.
- Maintain endpoint management, device compliance, software deployment, Intune configuration, Apple School Manager and device lifecycle processes.
- Administer and troubleshoot core ICT systems including Active Directory, user accounts, email, phone systems, wireless access, network ports and VLANs.
- Maintain and troubleshoot network-connected AV and classroom systems including Q-SYS, Vivi, audio DSPs, projection/display systems, microphones, cameras and control interfaces.
- Plan, configure and operate AV systems for College events, assemblies, productions, meetings and major ceremonies, including audio, lighting, vision, streaming and control systems.
- Coordinate AV event delivery, including supervising student technicians, coordinating casual production staff, managing equipment reliability and resolving live operational issues.
- Coordinate AV projects, equipment hire, installations, testing, commissioning, vendor liaison, quotes, purchasing requirements and system improvements.
- Maintain ICT and AV assets, documentation, user guides, routine maintenance, audits and PA/emergency system testing to support reliability and service continuity.

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KEY DUTIES

ICT duties

- Provide onsite Level 1-2 ICT support for staff and students across devices, software, accounts, printing, telephony, network connectivity and classroom technology.
- Log, assess and prioritise support requests, taking ownership of assigned tickets, maintaining accurate documentation, providing timely updates and escalating when required to ensure incidents are resolved within agreed service levels.
- Diagnose hardware and software faults; repair, configure, re-image and deploy devices and applications. Manage equipment from deployment through repair, replacement and decommissioning.
- Administer user accounts and access, including Active Directory, email, internet and phone services. Support the College phone and IVR systems, extensions, ring groups, voicemail and handsets.
- Maintain Microsoft Intune policies, manage software deployment and monitor device compliance across Windows devices, with support for Apple and Android devices as required.
- Assist with network installation and configuration; troubleshoot wireless access points, switch ports, VLANs and wired and wireless connections. Assist with core-system monitoring and printer maintenance.
- Complete routine maintenance and classroom technology audits; maintain accurate ICT and AV asset records. Investigate recurring faults and recommend improvements to reliability and service.
- Support ICT projects, upgrades and equipment relocations under the ICT Manager, following College change-management processes. Provide staff and student training, documentation and practical guides.

AV duties

- Act as lead AV technician for College events, excluding the annual school production, working independently and exercising sound technical judgement.
- Provide AV support for College events and activities, which may occasionally require evening or weekend work outside normal business hours, as agreed with the employee and in accordance with applicable employment conditions.
- Plan, set up, configure, operate, troubleshoot and pack down audio, lighting, vision, streaming and control systems for events, assemblies, meetings, ceremonies and classroom activities.
- Maintain and troubleshoot classroom and network-connected AV systems, including Q-SYS, JED, Vivi, audio DSPs, displays, projectors, microphones, cameras and control interfaces.
- Coordinate AV projects, replacements, installations, testing and commissioning; liaise with vendors, obtain quotes, assist with purchase orders and arrange equipment hire.
- Coordinate and supervise contractors and student technicians as required to support the delivery of College events, ensuring appropriate guidance, task allocation and adherence to safety procedures.
- Inspect and maintain AV equipment and the College PA system, including quarterly testing for emergency compliance.

This statement of duties is not intended to be an exhaustive or exclusive list of duties assigned to the position. They are intended as a guide as to the responsibilities of the role. The position is subject to review and modification by the Principal (or delegate), in negotiation with the appointee, in response to the evolving needs of the College, and experience and expertise of the appointee. Any significant additions to the responsibilities may be requested by the Principal (or delegate) through consultation and mutual agreement with the appointee.

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SKILLS, COMPETENCIES & QUALIFICATIONS REQUIRED

Desired experience and qualifications

- Relevant IT qualifications, such as a Certificate or Diploma in Information Technology, are desirable. Microsoft certifications will also be highly regarded.
- Experience in service desk or ICT support, customer service and ticketing systems, with demonstrated troubleshooting across computers, tablets, mobile devices and peripherals.
- Experience supporting current Microsoft technologies. Knowledge of some or all of Microsoft 365, Windows 10/11, macOS, iOS, Active Directory/Entra, Intune and other MDM platforms is desirable.
- Knowledge of wired and wireless networking, DNS and DHCP, server infrastructure, remote administration and monitoring tools, VoIP and AV/video conferencing systems.
- Practical capability in operating, maintaining and troubleshooting AV equipment, with sound judgement to resolve issues independently or escalate in time to meet service levels.

Personal Requirements / Competencies

- Organised, attentive to detail and able to manage competing priorities, deadlines and pressure during classroom disruptions and live events.
- Flexible, proactive and self-motivated, with strong problem-solving skills and a commitment to reliable, professional service.
- Clear verbal and written communication, strong customer service and positive relationships with staff, students, vendors and colleagues.
- Ability to work independently and as part of a small team, acting with integrity, trust and accountability.
- Commitment to ongoing professional learning, Catholic education, Salesian charism and College values.
- Capacity to understand and animate Catholic identity, Salesian charism and College values in all aspects of College life.
- Commitment to child safety and the welfare of young people, with a strong understanding of child safety legislation and responsibilities.

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KEY SELECTION CRITERIA

The Successful applicant will demonstrate evidence of:

1. A capacity to understand and animate Catholic identity, Salesian charism and College values in all aspects of College life.
2. A commitment to Child Safety and the welfare of young people and a strong knowledge and understanding of Child Safety legislation and responsibilities
3. **ICT support:** Demonstrated experience providing Level 1-2 support, using ticketing systems and troubleshooting hardware, software and peripherals across Windows devices.
4. **ICT systems and networking:** Experience supporting Microsoft 365 and user accounts, with knowledge of some or all Active Directory/Entra, Intune/MDM, wired and wireless networks, DNS, DHCP, servers, remote support tools and VoIP.
5. **AV systems:** Demonstrated ability to configure, maintain and troubleshoot classroom and network-connected AV equipment, including displays, projectors, microphones, cameras, audio DSPs, control interfaces and video conferencing.
6. **AV event delivery:** Practical experience planning, setting up, operating and packing down audio, lighting, video and streaming systems, with sound judgement to resolve faults during live events.
7. **Service and professional skills:** Strong customer service and communication skills, including explaining technical issues clearly, managing competing priorities, working independently and within a small team, and escalating issues appropriately. Commitment to ongoing professional learning.
8. Must hold a current National Police Check and a valid Victorian Employee Working with Children Check.