

## POSITION DESCRIPTION

### DIGITAL LEARNING SUPPORT OFFICER

**Position Type:** Full-Time

**Reports to:** Principal

**Key working relationships:** Specialist Technician, teachers

#### Purpose of the Role:

The Digital Learning Support Officer is primarily responsible for supporting the digital and IT needs of students and staff at Wangaratta High School. The focus of this position is to provide expert frontline IT support, facilitate access to digital resources, deliver user training, and assist with the integration of technology to enhance teaching and learning. Library and resource management duties are a secondary aspect of the role, undertaken as required to maintain a welcoming and well-managed library space. All responsibilities are approached with a strong customer service mindset, ensuring a positive, responsive, and efficient support experience for users. The officer will also promote continuous improvement in technology use and contribute to the evolving vision for a modern, technology-enhanced school library.

Education Support staff play a vital role in the effective operation of the school by providing high-quality support to students, teachers, school leaders, and the broader school community. Working as part of a team, Education Support staff contribute to the delivery of educational programs, wellbeing and inclusion initiatives, school operations, and administrative services that enable teachers to focus on teaching and learning. The role contributes to creating a safe, orderly, inclusive and engaging school environment aligned with the school's goals and Departmental policies.

#### The 'Library'

The vision for the library at Wangaratta High School is to become a technology-enhanced learning hub, integrating digital and library resources to support both academic and personal growth. The Digital Learning Support Officer will lead this transformation, provide expert digital support and ensure all users have access to up-to-date IT resources and guidance. While maintaining core library operations, the role prioritises fostering technological proficiency, supporting students' practical learning needs, and empowering staff to incorporate technology in their teaching practice.

#### Key Responsibilities:

The following responsibilities are prioritised according to the needs of the school. Approximately 80% of the role is dedicated to IT and digital support for students and staff. Library resource management remains an important, but secondary, responsibility, undertaken as required.

##### 1. Customer Service and IT Support:

- Provide frontline support to students and staff for IT issues, with a focus on connectivity (passwords, connecting to WiFi), printing and supporting students to configure their BYOD laptops.

- Serve as the primary contact for troubleshooting and resolving IT problems, working in close consultation with the Specialist Technician through reviewing of Issue Tracker messages and identifying areas of concern or improvement
- Maintain a high level of customer service and ensure timely responses to support requests (noting that this role provides direct assistance to students and staff in most basic areas, but the Specialist Technician is primary high-level support).
- Respond to the needs of students and staff, identifying trends and finding solutions, especially for frequently experienced issues.
- Provide valuable feedback to the Specialist Technician about these trends and issues to improve the user experience.
- Ensure that printing is reliable and managed centrally to ensure a positive user experience and cost controls are in place.

## **2. Training and Documentation:**

- Develop and deliver training sessions for students and staff on key IT tools and applications used within the school.
- Create and maintain clear, accessible documentation and user guides to support the use of IT resources.
- Promote openness and experience in learning new technologies among staff and students.
- Set up good documentation and processes for onboarding new students and staff proactively. Support new students and staff to connect to the network and utilise resources and tools.

## **3. Library Resource Management:**

- Maintain a safe environment that is clean, tidy and is appealing for student engagement
- Oversee the management of library resources, including ordering, covering, labelling, indexing, shelving, and borrowing processes.
- Ensure the library's resources are up-to-date and accessible to all users.
- Collaborate with teaching staff to ensure library resources support the curriculum and learning objectives.
- Promote library resources and maintain displays in different areas of the school.
- Supervise and facilitate students within the library at recess and lunch to access the library resources, socialise appropriately, and play board games and other passive quiet activities.
- Conduct a yearly stocktake of all library resources.
- Prepare, coordinate, and manage the annual library budget.

## **4. IT Resource Management:**

- Manage and maintain IT resources that are loaned or available to students, including computer labs.
- Ensure all IT equipment is in good working order and available for use.
- Coordinate the lending and return of IT resources to students and staff. This currently includes Computers On Wheels (COWS), and other student laptops.

#### **5. Support for Teaching and Learning:**

- Work closely with educators to integrate IT and library resources into the teaching and learning process.
  - Assist in the planning and implementation of technology-enhanced learning initiatives.
  - Stay informed about new technologies and educational resources that could benefit the school community.
  - Supervise students engaged in online learning such as languages, CHES etc. Help them with access to their classes, monitor their attendance and refer any issues to their respective Learning Area or Year Level Leader
6. Undertake additional tasks or responsibilities as directed by the Principal to support the learning and wellbeing needs of students.

#### **Qualifications and Experience:**

- Demonstrated expertise or experience in IT support, particularly in connectivity and printing issues.
- Strong customer service skills and the ability to work effectively with a diverse range of users.
- Experience in training and developing documentation for IT tools and applications.
- Knowledge of library resource management and best practices.
- Excellent communication and organisational skills.
- Ability to work independently and as part of a team.
- A commitment to supporting the educational goals and objectives of Wangaratta High School.
- Openness and experience in learning new technologies.

#### **Desirable Attributes:**

- Experience in an educational environment.
- Familiarity with educational technology tools and platforms.
- A proactive approach to problem-solving and continuous improvement.

#### **Additional criteria (in addition to ordinary ES listing):**

Demonstrated Ability in IT Support and Training requires IT Support Experience, Training and Development, Feedback and Improvement, and Collaboration and Communication.