



Are you ready
to empower the next
generation of learners?

Role Description

IT Support Technician

Welcome to Holy Cross College, a Catholic, co-educational school for students in Pre-Kindergarten to Year 12.

Located in the heart of Ellenbrook, a vibrant suburb nestled within the beautiful Swan Valley region of Western Australia, Holy Cross has been a cornerstone of quality Catholic education since 2010. We have grown from our humble beginnings to a thriving community of double stream Primary to triple stream Secondary. Our journey has been one of continuous growth and development, driven by our unwavering dedication to providing a holistic, faith-based education.

Holy Cross College invites a dedicated and experienced IT Support Technician to join our innovative and dynamic team in preparing students to be lifelong learners who embrace their changing world with confidence and optimism.

This is a hands-on and highly rewarding opportunity to be part of an innovative and forward-thinking ICT team at Holy Cross College. As an Apple Distinguished School, we manage over 2,000 Apple devices and are committed to delivering a seamless and enriching technology experience for both staff and students.

Working in our ICT team means being hands-on with a wide range of technology across classrooms, events, and office environments. You'll have the opportunity to see the direct impact of your work every day, whether you're solving problems, supporting learning, or helping shape the College's digital future.

Conditions: Full Time, Ongoing

Salary: As per the Roman Catholic Archbishop of Perth Non-Teaching Enterprise Bargaining Agreement (2014) and depending on qualifications and experience of the successful applicant.

Commencement Date: Negotiable

Persons appointed to this position will:

- Actively support and promote the objectives and ethos of Catholic Education as articulated in the Bishops of WA Mandate for Catholic schools and the Vision and Mission of the College.
- Demonstrate capacities in all areas of the key responsibilities as articulated in the Role Description of Administration Assistant at Holy Cross College.
- Have a current Working With Children Card (WWCC).
- Have a Department of Education Nationally Coordinated Criminal History Check, or be willing to obtain one.
- Have completed or be willing to undertake and complete accreditation to work in a Catholic school, and maintain the ongoing renewal of this accreditation.
- Have a current Senior First Aid qualification or be willing to complete this qualification, and maintain this Senior First Aid qualification.

Applications close: Wednesday 4 June 2025 at 9:00am

Please complete the below Application for Employment form and email saved form to the Principal's Assistant at employment@holycross.wa.edu.au.

Role Description

The Vision of the College is to be 'a community of transformation in the Spirit of the Risen Christ' and in striving for this we are inspired by our College patron, Saint Oscar Romero. The College is committed to providing a holistic curriculum in all areas of The LIFE Pillars (Learning, Inter-relationships, Faith and Enrichment). Staff work in partnership with parents to support our young people to grow to be faith-filled and visionary; to be lifelong learners who embrace their changing world with confidence and optimism. We aspire to be a learning community in which all our students are to be engaged, challenged and progressing. Our commitment to this vision is reflected in the dedication and passion of our educators.

Holy Cross College is recognised as a leader in innovation, contemporary pedagogies and the use of technology to redefine learning. The IT Support Technician will be responsible to the Principal through the ICT Manager.

Key responsibilities will include:

- Act as the first point of contact for IT support requests through the College helpdesk
- Monitor, manage, and prioritise support tickets, ensuring timely and effective resolution
- Maintain, troubleshoot, and deploy Apple devices, including iPads, Macs, and Apple TVs
- Coordinate hardware repairs and servicing with external vendors
- Provide support for a range of hardware and peripheral devices across the College
- Support staff and students in the effective use of Microsoft 365 tools (Teams, SharePoint, OneNote, etc.)
- Set up, maintain, and troubleshoot AV equipment for classrooms, assemblies, events, and meetings
- Administer the College's printing environment using PaperCut
- Assist in updating and maintaining content on the College website
- Support the creation and editing of digital media and content
- Maintain up-to-date knowledge of college hardware and software systems
- Stay informed of emerging technologies and industry developments
- Perform other duties as directed by the Principal or their delegate

Skills and Experience

- Previous experience in an educational IT support environment is highly regarded
- Proficiency in supporting and managing Apple devices (iPad, Mac, Apple TV)
- Experience with AV setup and troubleshooting in classrooms and event settings
- Strong understanding of Mobile Device Management platforms (Jamf School preferred)
- Sound knowledge of Microsoft 365 applications, including Teams, SharePoint, and OneNote
- Basic understanding of enterprise networking concepts and infrastructure
- Familiarity with enterprise printing environments and tools such as PaperCut
- Excellent customer service and communication skills
- Strong problem-solving abilities and the capacity to prioritise tasks effectively

About you

We are seeking persons who will:

- Foster a welcoming and inclusive environment for all members of the College community
- Demonstrate confidence with digital tools and a willingness to continually adapt to changing technologies
- Build strong, respectful working relationships with students, staff, and external partners
- Work collaboratively as part of a team, contributing positively to shared goals
- Show initiative and a commitment to ongoing learning and professional development
- Support the ethos and values of Catholic Education and the mission of Holy Cross College
- Communicate effectively and professionally, both in person and in writing
- Reflect the core values of Holy Cross College in your conduct and interactions

Selection Criteria

Essential:

- Supportive of the objectives and ethos of Catholic Education
- Experience providing IT support in a school environment or similar setting
- Demonstrated experience working with Apple devices (iPad, Mac, Apple TV)
- Familiarity with Mobile Device Management platforms (Jamf School preferred)
- Proficiency in the Microsoft 365 suite, including Teams, SharePoint, and OneNote
- Experience with AV setup and troubleshooting in classroom and event environments
- Basic understanding of enterprise networking principles
- Familiarity with enterprise printing systems (e.g. Papercut)
- Strong customer service and problem-solving skills
- Excellent communication skills and the ability to prioritise tasks effectively

Holy Cross College is committed to providing a safe and nurturing environment for all children. All applicants must have a current Working with Children Check or be eligible to obtain one before employment begins. Applicants must reside in Australia and have valid working rights.

Why join Holy Cross?

As our College continues to grow, we are actively seeking dedicated educators to join us in shaping the next generation of change-makers. Each staff member plays a fundamental role in advancing our vision, mission and the strategic direction of the College. Our team is collaborative and committed to seeking new knowledge, keeping the College continually at the forefront of modern education. With access to state-of-the-art facilities, new technologies and abundant resources, we provide our community with the best learning experience we can – and we want you to join us.

Employees enjoy:

- Salary packaging benefits
- Discounted rates on corporate health insurance and wellbeing initiatives
- Additional leave day known as Catholic day leave
- Gym: Fitness Centre
- Work with State-of-The-Art Technology
- Professional Development – Apple Distinguished School
- 25 minutes from Perth CBD
- Connected Community

Our vision is for Holy Cross College to be a community of transformation in the spirit of the Risen Christ.

Our mission is to empower students to *have life to the full*, inspired by Christ's journey of transformation.

At Holy Cross, our holistic approach to teaching is guided by our **LIFE pillars**:

Learning: Our focus is on developing core learning skills to ensure our students are equipped to face the challenges of a rapidly changing world.

Inter-relationships: Nurturing a caring, compassionate and connected environment – not only among our students, but also our wider community.

Faith: Celebrating a hope-filled Christian faith, grounded in reflection. Our faith-based approach to education encourages students to explore and deepen their spirituality, helping them to develop a strong sense of social justice and service.

Enrichment: Enriching the lives of our community members through engagement in holistic opportunities that exist beyond the classroom.

Apply today

Be a part of our transformative and supportive Pre-Kindergarten to Year 12 co-educational community, working in modern, expansive facilities in Perth's growing north-east corridor.

- ☐ Complete the application for employment form.
[Application for Employment Form](#)

Forms should be saved with your name and position in the file name, then emailed to the Principal's Assistant at employment@holycross.wa.edu.au.

All applications should be sent with the following documents:

- ☐ Valid Working with Children Card
- ☐ [Department of Education Nationally Coordinated Criminal History Check](#)
- ☐ Academic Transcripts
- ☐ Covering Letter
- ☐ Resume
- ☐ [Application for Employment Form](#)