



Join our team

ICT Support Technician

Be a part of our transformative and supportive community empowering the next generation of learners.

Discover Holy Cross College

Holy Cross College has been a cornerstone of quality Catholic education since 2010. Starting from humble beginnings, Holy Cross College has grown to become a thriving community with a double stream Primary School and six stream Secondary School on one campus in the heart of Ellenbrook.

Grounded in our faith and inspired by our connected and caring community, we strive to build promising futures for families and shape compassionate, confident and capable individuals prepared to make a positive impact on the world.

Our vision is for Holy Cross College to be a community of transformation in the spirit of the Risen Christ inspired by our College Patron, St Oscar Romero. Our mission is to empower students to have life to the full, inspired by Christ's journey of transformation and redemption.

At Holy Cross College, our holistic approach 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 that leads to justice and service. 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.

Position Description

The ICT Support Technician plays an important role in supporting the day-to-day operation of technology across Holy Cross College. As a front-facing member of the ICT team, the position provides timely, practical and approachable technical support to staff and students, helping to ensure technology is reliable, accessible and effectively supports teaching and learning.

This is a hands-on and varied role, involving the deployment, maintenance and troubleshooting of a wide range of technology across classrooms, offices and College events. As an Apple Distinguished School with a large fleet of College-owned devices, the position involves supporting and managing Apple technologies, alongside audiovisual equipment, printing systems, networking infrastructure and other ICT services. The role requires strong technical problem-solving skills, adaptability and the ability to manage competing priorities in a busy school environment.

Working collaboratively with the ICT team and wider College community, the ICT Support Technician contributes to the smooth operation and ongoing improvement of the College's technology environment. The position requires a strong commitment to customer service, positive working relationships and a willingness to continually develop technical knowledge and skills. Through responsive and proactive support, the ICT Support Technician helps minimise disruptions, maximise the effective use of technology and contribute to the College's commitment to providing innovative and engaging learning experiences.

Responsibilities

Community and Pastoral Care

- Act as the first point of contact for ICT support requests from staff and students, providing friendly, professional and responsive assistance.
- Monitor, manage and prioritise helpdesk requests, ensuring timely and effective resolution.
- Build positive working relationships with staff, students, families, and external service providers.
- Provide technical support for College events, assemblies and community activities.

Education and Learning

- Maintain, troubleshoot and deploy Apple devices, including iPads, Macs and Apple TVs, to support teaching and learning.
- Support staff and students in the effective use of digital technologies, including Microsoft 365 applications such as Teams, SharePoint and OneNote.
- Set up, maintain and troubleshoot audiovisual equipment in classrooms and learning environments.
- Support the creation and editing of digital media and content.
- Maintain current knowledge of College hardware and software systems, emerging technologies and industry developments.

Catholic Identity and Faith

- Actively support and promote the Catholic ethos, vision and mission of Holy Cross College.
- Provide technical support for College liturgies, Masses, prayer services and other faith-based activities.
- Contribute to a welcoming, inclusive and respectful environment that reflects the values of Catholic Education.

Stewardship

- Coordinate hardware repairs and servicing with external vendors.
- Maintain and support the College's ICT hardware, peripherals and associated infrastructure.
- Administer and support the College's printing environment, including PaperCut.
- Assist in maintaining and updating content on the College website.
- Support the responsible management, maintenance and lifecycle of College ICT assets.
- Perform other duties as directed by the Principal or their delegate.

Why Join Us?

Each staff member at Holy Cross College plays a fundamental role in advancing our vision, mission and the strategic direction of the College. Our team is collaborate 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 seek to provide our community with the best learning experience.

Employees enjoy:

- Salary packaging benefits
- Discounted rates on corporate health insurance and wellbeing initiatives
- One additional leave day - Catholic day leave
- Fitness Centre
- Work with State-of-the-art technology
- Professional development - Apple Distinguished
- 30 minutes from the CBD
- Connected community

Apply Today

Commencement Date: Monday 23 November 2026, Negotiable commencement.

Persons appointed to this position should address the following points:

- 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.
- Have completed or be willing to undertake and complete accreditation to work in a Catholic school.
- Have a current Working with Children Card (WWCC).

Conditions: Full Time

Work Hours: 8:00am - 4:00pm

Applications Close: Monday 2 November 2026 at 4:00pm

Please complete the below checklist and email the appropriate documents 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
- Covering letter (no more than two pages)
- Resume
- Transcript outlining relevant qualifications
- [Application For Employment Form](#)