



Mercedes College
ASPIRE EXCEL LEAD

POSITION DESCRIPTION

Position: IT Helpdesk Technician - Level 1

Reports to: Technical Manager

Tenure: On-going

Work Pattern: 37.5 hours per week

FTE: Full-time

Commencement Date: Term 3 2026

COLLEGE BACKGROUND

Mercedes College is a Catholic secondary school for girls in Years 7 to 12, governed by Mercy Education Limited and grounded in the Mercy Tradition. Situated in the heart of the City of Perth and part of the city's heritage precinct, the College was the first foundation of the Sisters of Mercy in Australia and is the oldest girls' school in Australia on the original site of foundation.

Since opening in 1846, the College has demonstrated a commitment to providing the highest quality educational experience for girls from a diversity of cultures and backgrounds. We aim for excellence in a learning environment where students are encouraged to take ownership of their educational journey and persevere to achieve their personal best.

We are inviting applications for the following position from individuals who will bring expertise, enthusiasm, innovation and a commitment to the shared Vision of the College. It is essential applicants be prepared to support the ethos, values and mission of the College.

OVERVIEW OF THE POSITION

The Level 1 Helpdesk Technician plays a vital frontline role in delivering technical support to staff and students, ensuring smooth operation of classroom technology and user- assigned devices. With a focus on both Apple and Windows environments, the technician is responsible for resolving hardware and software issues, configuring devices, and providing prompt, courteous assistance for day-to-day IT needs.

This position is central to maintaining a reliable learning environment by responding to support requests, managing helpdesk tickets, and performing routine maintenance. The technician will work closely with end users, escalating more complex technical problems as required and maintaining clear documentation to support efficient service delivery.

Strong troubleshooting skills, a proactive mindset, and excellent interpersonal communication are key to success in this role.

This position is full-time working Monday to Friday - 48 weeks per year.

RESPONSIBILITIES

PASTORAL

- Advocate and support the Mercy ethos, values and mission of the College
- Promote and maintain Gospel values and the Catholic tradition among all sectors of the College, including students, staff and parents
- Ensure all undertakings are student focused

KEY DUTIES:

- Provide first-level technical support to staff and students for hardware, software, and network-related issues
- Troubleshoot and maintain classroom technology, including projectors, interactive displays, speakers, and network connectivity
- Support and maintain user-issued devices, including Apple and Windows laptops, ensuring proper configuration and performance
- Set up new devices and assist with the onboarding of users, including software installations and profile configurations
- Log, manage, and resolve support requests using the College's helpdesk ticketing system, escalating issues as required
- Perform routine maintenance on IT equipment to minimise downtime and ensure optimal performance
- Maintain accurate documentation of IT procedures, user guides, and equipment inventory
- Assist with updates and upgrades of College software and systems as directed
- Ensure timely and professional communication with end users, providing clear guidance and support
- Collaborate with the broader IT team to support College-wide projects and improvements
- Uphold data security and user privacy standards in all technical support activities

OTHER:

- Comply with the Mercy Education Limited Code of Conduct, management directives and approved policies and procedures
- Engage in the co-curricular life of the College
- Actively participate in the Work Health and Safety program at the College. This includes completing all Mercy Education Ltd modules within the time frame provided
- Assist in the coordination of and actively participate in various school functions
- Comply with the staff dress code at all times
- Attend events that maybe outside of school hours as required
- Any other duties as directed by the Principal or their delegate

ESSENTIAL CRITERIA

- Knowledge of and a commitment to the ethos and mission of the College
- Experience providing first-level IT support across both Windows and Apple environments
- Strong troubleshooting skills for hardware, software, and basic network issues

- Excellent interpersonal and communication skills, with a customer-focused approach
- Ability to manage support requests effectively using a helpdesk ticketing system and prioritise tasks independently
- Demonstrated ability to work collaboratively as part of a team in a dynamic support environment

CONDITIONS OF EMPLOYMENT

Mercy Education Limited is the Employer of all staff at Mercedes College and employment will be subject to the terms and conditions of The Roman Catholic Archbishop of Perth Non-Teaching Staff Enterprise Bargaining Agreement 2014 and the Catholic Education Commission of Western Australia Policy Statements and school based policy statements.

Support for the ethos and mission of the College as outlined in documents on our website: www.mercedes.wa.edu.au

The successful candidate will also require:

- A current Working with Children Check Card (WWC)
- Police Clearance no older than 90 days
- Accreditation to work in a Catholic School or preparedness to complete
- Undergo Mandatory Reporting training
- Undergo Staff Code of Conduct training

This role is classified under the Administration and Technical Officers Award, Level 3. The step will be determined based on the successful candidate's experience and qualifications.

APPLICATIONS

Applicants must provide a covering letter addressing the essential criteria, a detailed curriculum vitae and the names of three referees, one of whom must be the current employer.

Please include all relevant documentation into one PDF document prior to submission.

Applications must be addressed to the Principal, Dr Lucie McCrory, and emailed to employment@mercedes.wa.edu.au by 9.00am Monday 1 June 2026.

We encourage you to apply as soon as possible as we reserve right to close this vacancy early.

Confidential queries about this position can be directed to employment@mercedes.wa.edu.au

COMPASSION JUSTICE INTEGRITY SERVICE EXCELLENCE HOPE

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