

[Full name]

ICT Technician (IT Technician) | Catholic Education Western Australia

Martin, Western Australia, Australia | [Australian mobile] | [Email address]

Fictional resume example. All credentials, experience and results are illustrative.

Professional profile

Recent IT graduate with practical school-based support experience assisting staff and students, repairing computers and maintaining clear ICT asset records. Comfortable providing frontline assistance, explaining Microsoft 365 features and supporting supervised cloud-service and device-management tasks. Brings patient communication, organised documentation and introductory exposure to Office 365, Intune, Azure and education platforms, with a clear understanding that child-related screening and Catholic-school accreditation must be confirmed before appointment.

Relevant skills

Education support: Frontline assistance for staff and students, computer repairs, user communication and calm classroom-aware troubleshooting.

Microsoft cloud: Office 365, Intune and Azure fundamentals, user training, cloud-service support and documented administration boundaries.

Assets and platforms: ICT asset registers, endpoint setup, repair tracking, SEQTA awareness and structured handover of unresolved issues.

Stakeholder delivery: Collaboration with ICT colleagues, school leaders, staff, students and parents, with clear training and progress updates.

Relevant experience

ICT Support Assistant | Example Secondary College

Perth WA | February 2026 - August 2026

- Resolved 20 weekly frontline requests from staff and students across laptops, classroom peripherals, Microsoft 365 and account access.
- Diagnosed 14 computer repair cases, recorded parts and outcomes and escalated warranty or data-risk issues to the ICT coordinator.
- Maintained an asset register for 90 devices, reconciling location, assigned user, repair status and handover evidence each month.
- Delivered four short Microsoft 365 sessions for staff and produced step-by-step guides based on recurring questions.

- Supported supervised Intune, Azure and education-platform checks and briefed school leaders on progress in plain language.

Selected projects

School ICT Support Simulation

Education technology project | 2026

- Built a 30-request staff and student queue using computer repairs, Microsoft 365, classroom devices and escalation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 support records and four user guides, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

Cloud Services and Asset Register Project

Systems project | 2026

- Built a 40-device school training environment using Office 365, Intune, Azure and lifecycle records, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 40 reconciled assets and 18 cloud-service checks, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

Education

Diploma of Information Technology | Example TAFE

Completed 2026. Relevant study: computer support, Microsoft cloud platforms, networking, endpoint management, cybersecurity and technical training.

Availability and requirements

Available for full-time ongoing work in Martin with an immediate or negotiated start. Prepared to obtain or maintain a Working with Children Check, required police history check, mandatory reporting training and relevant Catholic-school accreditation; current status: [confirm each item].

References

References available upon request.