



## Role Description

<b>Title:</b>	<b>School Officer: ICT Systems Administrator</b>	<b>Location:</b>	Toowoomba
<b>Reports to:</b>	ICT Manager	<b>Classification:</b>	School Officer Level 6
<b>School:</b>	St Joseph's College	<b>Tenure:</b>	Continuing

### 1.0 Purpose

The School Officer: ICT Systems Administrator (Level 6) coordinates the day to day activities of the Information and Communication Technology (ICT) department of the college to ensure the provision of quality ICT support and services to stakeholders in collaboration with the Toowoomba Catholic Schools Office (TCSO).

The support provided by the role holder will be guided by

- Jesus Christ and his teachings as understood and passed on by the Catholic Church
- other Catholic Church teachings, principles and values
- relevant legislation, government requirements and best practice and
- Diocesan and college strategic plan, mission, vision, policies, directives, procedures and guidelines
- relevant directorate strategies.

### 2.0 Experience and qualifications

#### Essential

- Information Technology qualifications (or similar) at degree level, relevant to the position
- effective relationship building and influencing skills
- demonstrated experience working with Microsoft enterprise and consumer products
- advanced interpersonal and communication skills
- empathy with the values and ethos of the Catholic faith
- proven troubleshooting and critical thinking skills
- proven ability and experience in training, development and supervision of staff
- a current blue card for working with children issued by Blue Card Services, or a willingness and ability to obtain one
- demonstrated ICT Service Desk experience, including applying knowledge and skills to provide IT support to stakeholders and customers
- excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner to all employees within the College
- demonstrated ability to be proactive and self-motivated under general guidance; reflecting a high level of organisational skills, and an ability to work under general supervision and meet deadlines
- demonstrated experience in the operation of IT Service Management software, to record, manage, prioritise, escalate (when required), track, and resolve incidents and requests

- demonstrated experience working in Microsoft System Centre Configuration Manager (SCCM) for device deployment and management
- image creation, software deployment and update management
- demonstrated experience managing an Office 365 tenant
- demonstrated experience in the installation and management of Windows servers
- demonstrated experience working in PowerShell
- demonstrated experience in managing, training and developing subordinate staff
- ability to relieve ICT Manager during absence periods

### **Desirable**

- demonstrated experience working in Microsoft Intune and Azure Active Directory
- demonstrated experience working with SharePoint, Workflows and PowerApps
- demonstrated experience working with VMware
- demonstrated experience in working with Microsoft SQL server

## **3.0 Key result areas**

- 3.1 contribute to and promote the development, alignment, attainment and review of the strategic goals for the college and Diocese of Toowoomba Catholic Schools (TCS)
- 3.2 independently engage in ongoing improvement and innovation
- 3.3 apply broad knowledge, gained from a relevant undergraduate degree, to provide advanced and timely technical support to staff, students and systems within the college
- 3.4 work under the broad direction of the ICT Manager to implement new technologies
- 3.5 provide strategic advice to key stakeholders within the college, including the college leadership team
- 3.6 participate in and contribute to activities within the ICT team, college and support the collective staff efficacy
- 3.7 uphold the Code of Conduct and promote its adherence throughout the staff and student bodies
- 3.8 collaborate and communicate with other members of the college and the members of the other directorates within TCS to ensure that high professional standards are met
- 3.9 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

## **4.0 Statement of responsibility**

- 4.1 The incumbent performs the role cognisant of, and in harmony with, the vision and mission of TCS.
- 4.2 The incumbent will work cooperatively with other key stakeholders both within TCS and external agencies to ensure that services are delivered in a planned, coordinated and strategic manner.
- 4.3 The role holder will engage in performance reviews in accordance with College and TCS policy and procedure.

#### 4.4 While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

### 5.0 Authority limits

Full authority is delegated from the Principal to produce the desired outcomes. Authority to commit funds is restricted to approved budget items and can only be authorised by the staff holding appropriate financial delegation.

### 6.0 Reporting and other relationships

The School Officer: ICT Systems Administrator reports directly to the ICT Manager. Other significant relationships exist with members of the College and Toowoomba Catholic Schools Office.

### 7.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

#### **Executive Director: Catholic Schools**

Name: Dr Patrick Coughlan

Signature: .....

Date: ...../...../.....

### 8.0 Statement by employee

I have read and understood the role as it has been described above. I agree to be employed under this role description.

School Officer: ICT Systems Administrator (Level 6)

Name: .....

Signature: .....

Date: ...../...../.....

## Duties Statement

### School Officer: ICT Systems Administrator

**Please note:** this statement links to 3.0 Key result areas in the role description

#### **3.1 contribute to and promote the development, alignment, attainment and review of the strategic goals for the college and Diocese of Toowoomba Catholic Schools (TCS)**

- 3.1.1 contribute, as a member of the ICT Support team, to achieve the strategies set out in the college strategy and the TCS strategic plan
- 3.1.2 attend professional development as appropriate
- 3.1.3 document and report on the progress of initiatives in the college strategy and the TCS strategic plan as required to the ICT Manager

#### **3.2 independently engage in ongoing improvement and innovation**

- 3.2.1 utilise investigative techniques, research articles and technical resources to diagnose issues of a more complex nature
- 3.2.2 constantly seek ways to develop and improve IT infrastructure within the college
- 3.2.3 gather and maintain an extensive understanding of the background relational database to troubleshoot issues with other software reliant on this data
- 3.2.4 attend professional development related to core roles and responsibilities
- 3.2.5 develop plans and implement new practices based on legislation changes to IT services

#### **3.3 provide advanced and timely technical support to staff, students and systems within the college**

- 3.3.1 responsibility for the operation, performance and maintenance of the college's current IT infrastructure, including but not limited to
  - 3.3.1.1 Windows Servers (ie file, print, backup, virtual hosts)
  - 3.3.1.2 network switches and VLANs
  - 3.3.1.3 wireless infrastructure
  - 3.3.1.4 UPS system
  - 3.3.1.5 phone and voicemail system
  - 3.3.1.6 printers
  - 3.3.1.7 databases
  - 3.3.1.8 online services (ie Office 365)
- 3.3.2 contribute to a database of current hardware, software and peripherals to ensure timely Helpdesk resolution
- 3.3.3 address complex Helpdesk issues that are non-routine
- 3.3.4 respond to enquiries that have been escalated and resolve complex Helpdesk issues that other ICT support staff cannot address
- 3.3.5 monitor and troubleshoot network performance and identify and implement possible solutions
- 3.3.6 research and provide advice to the ICT Manager on appropriate ICT peripherals and consumables to be purchased
- 3.3.7 perform data extraction, manipulation and cleansing for major PowerBI data collating
- 3.3.8 build, install and perform maintenance of the college's server infrastructure
- 3.3.9 troubleshoot problems with Active Directory, Azure AD and Group Policy

### **3.4 work under the broad direction of the ICT Manager to implement new technologies**

- 3.4.1 develop, design and implement changes to routing, in order to facilitate connectivity to external services
- 3.4.2 design, create and modify database scripts and programs to integrate different third party programs including, but not limited to, PCSchool and Edsmart
- 3.4.3 design and implement new networks as required by the college
- 3.4.4 develop and maintain the college standard operating environment
- 3.4.5 provide updated reports and data as requested by the ICT Manager
- 3.4.6 under the direction of the ICT Manager, be responsible for technology related projects from concept design to final completion

### **3.5 provide strategic advice to key stakeholders within the college, including the college leadership team**

- 3.5.1 identify development needs of the college; investigate and recommend cost-effective technological solutions
- 3.5.2 in consultation with the ICT Manager, prepare and present implementation plans of technological solutions to the college leadership team
- 3.5.3 under the direction of the ICT Manager, identify the need for and implement new ICT policies and procedures (particularly in data security), ensuring they align with the strategic direction of the college
- 3.5.4 communicate with a broad range of stakeholders to ensure the efficient operation of IT services
- 3.5.5 evaluate project outcomes and areas for improvement
- 3.5.6 design strategies to develop current system efficiencies, and report to the ICT Manager

### **3.6 participate in and contribute to activities within the ICT team, college and support the collective staff efficacy**

- 3.6.1 provide a high level of customer service to the college staff and students
- 3.6.2 monitor system alerts, decide on urgency and allocate where necessary
- 3.6.3 coordinate the IT Support Officers to manage the following
  - 3.6.3.1 users, computer and group accounts in various systems (ie Active Directory, Office 365, SOBS)
  - 3.6.3.2 develop and maintain Windows group policies
  - 3.6.3.3 monitor and troubleshoot network performance
  - 3.6.3.4 develop and deploy OS images for devices throughout the college
  - 3.6.3.5 install, upgrade and maintain servers and applications required by the college
  - 3.6.3.6 timely imaging and reimaging of student and staff laptops
- 3.6.4 under the leadership and direction of the ICT Manager, work with the ICT team to develop and install technologies and solutions to meet the college's operational requirements

### **3.7 uphold the Code of Conduct and promote its adherence throughout the staff and student bodies**

- 3.7.1 promote the Code of Conduct and the Acceptable use of ICT systems and resources policy

**3.8 collaborate and communicate with other members of the college and the members of the other directorates within TCS to ensure that high professional standards are met**

- 3.8.1 maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- 3.8.2 understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS
- 3.8.3 establish and maintain effective communication networks with stakeholders
- 3.8.4 as business needs dictate, perform higher duties

**3.9 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations**

- 3.9.1 duties may include the completion of project work that presents itself during the operational and strategic review of the actions associated with the college strategy, TCS strategic plan or other directorate strategies

I have read and understood this duties statement. I agree to be employed under this duties statement.

School Officer: ICT Systems Administrator (Level 6)

Name: .....

Signature: .....

Date: ...../...../.....