



Role Description

Title: School Officer: ICT Systems Administrator

Reports to: ICT Manager

Classification: School Officer Level 6

1.0 Purpose

The School Officer: ICT Systems Administrator 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).

2.0 Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- Information Technology qualifications (or similar) at degree level, relevant to the position
- effective relationship building, communication and influencing skills
- demonstrated experience working with Microsoft enterprise and consumer products
- demonstrated ability and experience in training, development and supervision of staff
- demonstrated customer service and ICT Service Desk experience; including trouble shooting, and applying knowledge and skills to provide ICT support to stakeholders and customers
- demonstrated high level organisational skills, and the ability to work under general supervision and meet deadlines
- demonstrated experience in the operation of ICT Service Management software, to record, manage, prioritise, escalate (when required), track, and resolve incidents and requests
- demonstrated experience with device deployment and management, image creation, software deployment, and update management
- a current blue card for working with children issued by Blue Card Services, or a willingness and ability to obtain one

Desirable

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

3.0 Key result areas

3.1 provide advanced and timely technical support to staff, students and systems within the college

3.2 coordinate and contribute to the activities of the ICT team

3.3 work under the broad direction of the ICT Manager to implement new technologies

- 3.4 provide strategic advice to key stakeholders within the college, including the college leadership team
- 3.5 uphold the Code of Conduct and promote its adherence throughout the staff and student bodies, particularly the use of social media and technology
- 3.6 contribute to and promote the development, alignment, attainment and review of the strategic goals for the college and Diocese of Toowoomba Catholic Schools (TCS)
- 3.7 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 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

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 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.

Duties Statement

School Officer: ICT Systems Administrator

3.1 Provide advanced and timely technical support to staff, students and systems within the college

- be responsible for the operation, performance and maintenance of the college's current ICT infrastructure, ensuring a high level of customer service is provided by the college ICT Department
- maintain a database of current hardware, software and peripherals to ensure timely Helpdesk resolution
- provide just-in-time training to staff and students in the correct use of new software and CNC Machinery
- respond to enquiries that have been escalated, and resolve complex Helpdesk issues that other ICT support staff cannot address
- monitor and troubleshoot network performance; identifying and implementing solutions
- monitor system alerts, decide on urgency, and allocate where necessary
- perform data extraction, manipulation and cleansing for major PowerBI data collating
- utilise a thorough knowledge of virtual server infrastructure (particularly VMware) to build, install, and perform maintenance of the college's server infrastructure
- troubleshoot problems with Active Directory, Azure AD and Group Policy

3.2 Coordinate and contribute to the activities of the ICT team

- coordinate the IT Support Officers to manage the following
 - users, computer and group accounts in various systems (ie Active Directory, Office 365, SOBS)
 - develop and maintain Windows group policies
 - monitor and troubleshoot network performance
 - develop and deploy OS images for devices throughout the college
 - install, upgrade and maintain servers and applications required by the college
 - timely imaging and reimaging of student and staff laptops
- 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
- develop, contribute to, and maintain documentation, knowledge articles and procedures to support the management and operation of the college's ICT systems
- develop knowledge and skills in CNC routing, 3D printing and laser cutting in order to train the ICT team and staff in its usage, including troubleshooting issues that arise
- independently engage in ongoing improvement and innovation, including
 - utilising investigative techniques, research articles and technical resources to diagnose issues of a more complex nature
 - constantly seeking ways to develop and improve ICT infrastructure within the college; researching and purchasing appropriate ICT peripherals and consumables
 - gather and maintain an extensive understanding of the background relational database to troubleshoot issues with other software reliant on this data

3.3 Work under the broad direction of the ICT Manager to implement new technologies

- use extensive knowledge of firewalls and routing to develop, design and implement changes to routing, in order to facilitate connectivity to external services
- design, create and modify database scripts and programs to integrate different third party programs including, but not limited to, PCSchool, Edsmart and Campion
- utilise extensive knowledge and experience of LANS and WLANS to design and implement new networks, as required by the college
- develop and maintain the college standard operating environment
- design strategies to develop current system efficiencies, and report to the ICT Manager
- be responsible for technology-related projects from concept design to final completion in consultation with the ICT Manager

3.4 Provide strategic advice to key stakeholders within the college; including the college leadership team

- identify development needs of the college; investigate and recommend cost-effective technological solutions
- in collaboration with the ICT Manager, prepare and present implementation plans of technological solutions to the college leadership team
- in conjunction with the ICT Manager, identify the need for, design and implement new ICT policies and procedures (particularly in data security), ensuring they align with the strategic direction of the college
- provide updated reports and data as requested by the college leadership team
- ensure the college is up to date with the latest legislation relating to IT services and develop implementation plans for when changes occur

3.5 Uphold the Code of Conduct and promote its adherence throughout the staff and student bodies, particularly the use of social media and technology

- adhere to and promote the Code of Conduct and the Acceptable use of ICT systems and resources policy
- provide guidance to employees and students regarding the use of social media
- promote professional development programs that are available for employees on the appropriate use of social media
- support the effective use and appropriate moderation, will allow for increased communication channels between schools and the local community

3.6 Collaborate and communicate with other members of the college and the members of directorates within TCS to ensure that high professional standards are met

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS
- establish and maintain effective communication networks with stakeholders

3.7 Contribute to and promote the development, alignment, attainment and review of the strategic goals for the college and Diocese of Toowoomba Catholic Schools (TCS)

- contribute, as a member of the ICT Support team, to achieve the strategies set out in the college strategy and the TCS strategic plan
- attend professional development as appropriate and engage in performance reviews in accordance with College and TCS policy and procedure
- document and report on the progress of initiatives in the college strategy and the TCS strategic plan as required to the ICT Manager

3.8 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

- 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
- as business needs dictate, perform higher duties