

Role Description



**Diocese of Toowoomba
Catholic Schools**

Position details

Title	School Officer: ICT Network Administrator
Employment status	Permanent/fixed term, Full time / Term time
Classification	School Officer Level 6
Agreement	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
Reports to	Principal or delegate

About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

About the role

The School Officer: Network 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).

Role responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below.

1. Provide advanced and timely technical support to staff, students and systems within the College.
2. In collaboration with leadership staff, coordinate and assist ICT Support Officers to provide a responsive help desk service.
3. Utilising investigative techniques, research articles and technical resources to diagnose and resolve issues of a more complex nature.
4. Under general direction of leadership staff and in collaboration with TCS, coordinate the ICT team to develop and install technologies to meet operational requirements including technology related projects roll outs.
5. Monitor system, server and network performance and build, install and perform maintenance where appropriate.
6. Maintain up to date, best practice knowledge of technologies to support excellence in teaching and learning, ongoing improvement and innovation.
7. Develop and contribute to best practice ICT plans and procedures that are well documented and remain current.
8. Ensure staff are communicated with in a timely manner regarding system upgrades and any issues that may impact daily operations.



9. Work with leadership staff to identify development needs of the College, investigate and recommend cost effective solutions.
10. Provide just in time training to staff and students in the correct use of software and other resources.

Classification factors

The characteristics, typical duties and skills commonly associated with this role are found in Appendix 1.

About you

To achieve in this role, you will be required to demonstrate the following.

Eligibility criteria

Essential

- Current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000
- Bachelor degree in Information Technology or equivalent experience

Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven well developed analytical expertise and a demonstrated ability to diagnose and troubleshoot complex technology issues.
- Evidenced thorough knowledge of virtual server infrastructure and help desk experience that can be applied to diagnose and resolve complex requests and maintenance.
- Demonstrated experience in the operation of ICT Service Management software to record, manage, prioritise and resolve incidents.
- Displayed ability and previous experience in training and coordination of staff.
- Proven relationship building, communication and influencing skills that can be applied to understand client needs and provide a high level of customer service.

Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.

Appendix 1 – Classification factors

The role has been assessed according to the classification criteria outlined in Schedule 9 of the Catholic Employers Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2023-2026. Below are the characteristics, typical duties, and skills commonly associated with this role.

Knowledge application

- Professional, technical or management knowledge in a specialised area across a range of activities.
- A thorough understanding of related principles, concepts, methods and practices.
- In depth knowledge of relevant statutory, regulatory and policy frameworks in order to provide objective advice and resolve problems of a specialised or complex nature.

Accountability

- Accountable for developing plans and objectives for short term tasks and contributing to strategic planning for longer-term initiatives.
- Responsible for providing expertise and technical knowledge across a range of programs or activities, providing accurate and specialised advice and ensuring knowledge of and compliance with relevant legislation and/or policy frameworks.
- Responsible for setting priorities and ensuring quality of outcomes for the work area.
- Responsible for contributing to improvement strategies and to change in workplace practices.
- Accountable for monitoring related emerging issues, identifying impact and conducting risk management activities within sphere of responsibility.

Scope and complexity

- Work is complex and involves various activities involving different, unrelated, but established processes/methods.
- Circumstances or data must be analysed to identify inter-relationships.
- What needs to be done depends on analysis of the issues and the selection of an appropriate course of action from a number of options and requires sound judgement.

Guidance

- Operates under general direction and is guided by legislation, policies, procedures and precedents/organisational practice.
- Interpretation is required to establish the way in which procedures and policies should be applied with the position operating with considerable independence.
- Generally, work is within parameters provided by broad objectives and standards-guideline/procedures, with substantial discretion on how objectives are achieved for specific areas of responsibility.

Decision making

- Decisions concern complex or escalated issues and have a medium to high impact on the work area; however the impact on employer operations is usually limited.
- Decisions are based on sound judgement, expertise and knowledge.
- Decisions are governed by the application of regulations or operating instructions and procedures.
- Information, advice and recommended actions are provided which has influence on the decision maker.

- The actions of the position may have a significant impact with regard to objectives such as operations, output, quality and service which extend beyond the immediate work area. The position influences external relationships which are of importance to the work area and its reputation, Actions may have medium to long term effects.

Problem solving

- Work involves complex issues and the range of solutions is more varied.
- Problems arise relatively frequently and require detailed information gathering, analysis and investigation.
- Different innovative techniques and methods are applied, or a range of imaginative solutions/responses developed.
- Initiative and originality are required in developing and modifying existing approaches to tackle new issues and situations.

Contacts and relationships

- Manage relationships with others to achieve work area goals.
- Liaise with a range of stakeholders/others in relation to difficult or sensitive issues.
- Consult and advise internal and external stakeholders/others, anticipate and respond to their needs and expectations.
- Represent the organisation by promoting its interest at community level and with external organisations and undertake a representation or presentation position on behalf of the immediate work area.

Negotiation and cooperation

- Some matters are likely to be contentious or complex issues that have scope for alternative interpretation requiring tact, persuasion and sensitivity within the application of guidelines.
- May engage in some degree of negotiations under limited direction.

Management responsibility and resource accountability

- Coordinate a small team/group performing straightforward work.
- Provides on the job training, develops staff and sets goals and priorities.
- Responsible for reviewing, checking or certifying the work of employees and monitoring work practices.
- Provides feedback, support, advice and guidance to less experienced colleagues when required.
- Accountable for monitoring resources, compiling information and reporting for a specific project/program.