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POSITION DESCRIPTION

Position: Systems & Network Administrator   **Classification:** N/A

Reports to: Manager ICT   **Tenure:** Fixed - Term, Full Time

Reporting to the Manager ICT, the Systems & Network Administrator will be responsible for the implementation, operation and support of products and services delivered to the end user. The Systems & Network Administrator serves as a technical expert in system administration for complex operating environments, recommending, where appropriate, on the design and configuration of operating systems and applications. The Systems & Network Administrator will complete support requests to ensure that the ICT department consistently delivers outcomes where business expectations are met or exceeded and escalate these requests to the Manager ICT as required.

The primary objectives of the Systems & Network Administrator are to maintain systems, servers and devices; attend to daily operations; assist with projects; and carry out efficient administration practices, in line with ICT policies, procedures, and best practices.

KEY RELATIONSHIPS: ICT Manager, Staff, Students, ICT Team, Director of Corporate Services

The outline of this role is as follows:

1.   MAIN RESPONSIBILITIES

- Management and maintenance of servers and end user devices
- Monitor and maintain the security of IT infrastructure within the College
- Ensure adequate data protection measures are in place and that these are tested on a regular basis
- Take proactive steps to ensure an appropriate level of system availability
- Applies and maintains specific security controls as required by organisational policy and local risk assessments
- Configures the hardware and software environment, produces integration test specifications, conducts tests and records the details of any failures
- Maintains, supports and organises network infrastructure such as network cabling, phone connections, routers, switches, wireless access points, controllers and data links
- Contributes to the transition, implementation and administration of cloud network and voice services
- Carries out agreed system software maintenance tasks
- Maintenance of the College's security systems, back-up systems and procedures
- Research and advise on potential new products and services that would benefit the college
- Complete administrative tasks accurately, within deadlines, and maintain accurate records
- Provide assistance to ICT support team when required

- Comply with College policies, procedures and maintain an active health and safety culture
- Take a shared responsibility to ensure ongoing support for a child-safe culture within the Catholic Education system.
- Other duties as required

2. SELECTION CRITERIA

Essential
- Model and maintain the Catholic and Mercy ethos and traditions of the College
- Tertiary qualifications or relevant experience within the ICT industry
- Demonstrated effective coordination and continuous improvement of ICT infrastructure services, including the administration of software applications, and on-premises and cloud-based services
- Thorough knowledge and practical experience in key networking and systems concepts
- Developed experience in Apple customer support skills on OSX and iOS
- Developed experience in Desktop support for Windows 10
- Extensive experience with routing and switching
- Excellent interpersonal, verbal and written communication skills
- Demonstrated strong analytical and problem-solving skills
- Experience with cloud technology Office 365
- Strong Microsoft Windows Server administration skills
- Proven record of delivering operational technologies, services and ICT solutions
- Knowledge and experience with information systems in education, in particular, school management systems, learning management systems and web portal solutions
- Demonstrated ability to display discretion and maintain confidentiality in all work-related interactions in a demanding and busy environment
- Demonstrated ability to monitor, analyse and address server and network issues as required
- Strong dedication to customer service

Desirable
- Experience in a comparable role in either a school or tertiary institute
- Demonstrated capability to assist teachers in effectively and appropriately integrating ICT into teaching and learning
- Creation of professional technical documentation
- Extensive experience in network hardware and firewalls
- Experience in Vmware and Virtualisation tools
- Veeam Backup Replication
- Experience delivering projects from conception to completion

3. TERMS OF EMPLOYMENT

- Occasional evening and/or weekend work may be required
- Four weeks annual leave
- Working with Children Check (WWC) required
- National Criminal History Check (as issued by the Department of Education WA)