

Position description

SYSTEMS ADMINISTRATION & SUPPORT (ICT)



REPORTING TO:	ICT Manager – Systems
APPOINTMENT:	Full Time (Ongoing)
CLASSIFICATION:	PVCC Enterprise Agreement 2020

ABOUT THE COLLEGE

Plenty Valley Christian College (PVCC) is a kindergarten to Year 12, co-educational Christian College of approximately 870 students. We are one College with five sub-schools: Kindergarten, Early Years, Junior Years, Middle Years and Senior Years.

The College is set in a magnificent rural area with spectacular views to the ranges. Plenty Valley Christian College is committed to developing high quality effective Christian education and is an active member of a national network of Christian schools in Australia known as Christian Education National. We are committed to the establishment of a close partnership with parents in the education of their children. Our aim is to offer quality education with a fully integrated Christian worldview, develop a strong sense of community amongst the students, parents and staff with every staff member playing a role in the pastoral care of the students. PVCC offers the respected Arrowsmith Program.

EMPLOYEES

Staff at PVCC are selected on the basis of outstanding professional and personal qualities. Expectations include:

- Appropriate qualifications, training and experience for their role
- A clear sense of calling and desire to work with and teach students within a Christian school.
- The ability to model the values and character qualities of biblical Christianity in their personal life and within the College community as part of their professional duties.
- A demonstration of high standards of personal presentation, preparation, communication with other staff and parents, and respect for the ethos and protocols of the College.
- A commitment to ongoing development and maintenance of a Child Safe culture within the College

THE ROLE

The Systems Administration and Support (ICT) role is to provide assistance to the ICT Manager (Systems) to deliver support to all staff and students in the College regarding their IT use in a timely, efficient and professional manner. To develop and maintain the ICT and network systems and infrastructure within the College and to ensure that IT support is given to the College's learning and business operations.

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POSITION OBJECTIVES

To provide a high standard of service at Plenty Valley Christian College in accordance with College policies and procedures. As part of the ICT team, the Systems Administration & Support (ICT) plays a pivotal role in improving and assisting ICT delivery across the College.

RESPONSIBILITIES:

ICT staff work in partnership with staff across the College, including the Business Office, Teaching and Learning, Administration team, HR, Communications and the Executive. Under general direction and instructions, they are expected to perform responsible tasks associated with the efficient operation of the IT network. They perform duties to assist staff, students and parents. This will include:

- Modelling Christian leadership and promoting the College and Christian education.
- Provide a child safe environment in accordance with the child safe standards and obligations
- Maintain high standards of professional communication with all stakeholders
- Work within a team to deliver the ICT requirements of the school
- Other responsibilities as required from time to time

ICT Support

- Work within the ICT Team to provide technical support and advice to all staff and students on all technology issues (Level 1 through to 3), seeing issues through from report to resolution
- Operating System support and application maintenance for Business Administration Systems
- Take proactive steps to ensure an appropriate level of system availability
- Active maintenance and management of all data backups, including regular testing to ensure data integrity is maintained. Ownership and development of disaster recovery processes
- Provide enhancements/maintenance/documentation to DR strategy
- Infrastructure monitoring, server hardware maintenance
- Operating System updates and patches to physical and virtual servers
- Deploy, monitor and maintain Windows servers, including updates, performance, and faults
- Assist management and monitoring of network equipment, such as switches, wireless hardware and software, to maintain a high level of network availability for students and staff
- Aid and develop network infrastructure planning, including updating network topology
- Support the management and security of the College's physical and wireless network
- Assist management of the College's firewall system. Creating and testing firewall objects and rules to deliver connectivity for systems requiring remote access
- Maintain and monitor Virtual Environment (HyperV), including patches, and major upgrades
- Monitor and maintain College's Microsoft 365 Environment
- Administration and management of the Active Directory (AD) user/computer accounts, AD Groups, design, configuration and maintenance of AD Organisations Units (OU), Group Policy Objects for security and management purposes

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- Coordinate computer servicing, incorporating categorisation of faults and preparing computers for the relevant repairer as required
- Develop, update and maintain existing documentation to ensure processes and procedures are documented, providing effective management of all the College's systems
- Communication with staff, students and parents regarding their computer service issues as requested
- Liaise with ICT Manager and external vendors for co-ordination of network related works
- Keep up to date with the latest networking technologies to enable recommendations to the ICT Manager to ensure the College is at the forefront of IT network infrastructure
- Carry out other duties as appropriate and as directed by the ICT Manager

Child Safe Standards

- Responsible for understanding and applying the College's Child Safety Policies and Procedures, including identifying and reporting risks, identifying child abuse indicators, management of disclosures, and internal and external reporting obligations
- Where students are under their care, taking all practicable measures to protect students where a risk to their safety has been identified

Health & Safety

- Comply with the College's Occupational Health and Safety policy as amended from time to time

ACCOUNTABILITY AND EXTENT OF AUTHORITY

All staff at the College work closely within their assigned teams. The Systems Administration and Support (ICT) reports to the ICT Manager – Systems, for day to day responsibilities, and ultimately to the Business Manager.

ESSENTIAL SKILLS AND COMPETENCIES (KEY SELECTION CRITERIA)

Essential Requirements

- Supportive member of College spiritual life, including active participation in and occasional leading of, Christian devotions
- Exemplary display of Christian ethics and activity
- Good understanding of, and commitment to, the vision and philosophy of the College
- Minimum three – five years System Administration experience
- Relevant and demonstrated experience in a similar role
- Ability to work independently and as part of a close-knit team
- A high standard of personal presentation and integrity
- Display initiative, common sense and the ability to problem solve / have a solution focused mindset
- Current Working With Children check (mandatory)
- Hold and maintain an approved:
 - Emergency asthma management qualification
 - Management of anaphylaxis qualification

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Specialist skills

- Previous experience at a similar organisation highly desirable, but not essential
- A Tertiary qualification in Computer Science/Information Technology or related field preferred
- MCSA or equivalent industry certifications highly regarded
- Ability to solve problems quickly and automate processes
- Display careful attention to detail and a capacity to prioritise, meet deadlines and manage time effectively
- Strong ability to learn; ability to follow instructions well
- Strong analytical skills
- Solid understanding of a Windows Server 2008/2012/2016/2019 operating system and operating system migrations
- Solid understanding of networking (wireless, routing, switching, VLAN, VoIP)
- Hands-on experience with creating, testing and troubleshooting Active Directory Group Policies
- Established Microsoft O365 administration skills include Intune Device management and deployment
- Demonstrated experience in managing firewalls, and security system thorough knowledge and practical experience in key networking and systems concepts, e.g. DHCP, DNS, Active Directory, Group Policy, Certificate Authority management
- Experience in virtual environments, both administration & maintenance and underlying networking and storage architectures
- SOE and software deployment using industry platforms
- Experience working in an educational environment will be an advantage
- Understanding of databases and SQL queries
- Experience in using School Management Systems will be an advantage
- Ability to program in an administrative language (e.g. VBScript, Windows PowerShell)
- Demonstrated exposure and ability to use a wide range of industry products
- Understanding of VOIP Systems and Microsoft Teams
- Demonstrated experience with industry backup products
- Current Level II First Aid Certificate desirable

Interpersonal skills

- Strong interpersonal and communication skills; ability to explain simple procedures in writing and/or verbally; demonstrated ability to build relationships and rapport and interact effectively at all levels of the College, including students, staff and the wider community
- Punctuality
- Flexibility and commitment to teamwork and collaboration
- Ability to provide information to a culturally diverse public
- Interact with people on all levels and maintain a high degree of confidentiality and trustworthiness
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs

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COMPLIANCE RESPONSIBILITIES

All staff are required to comply with all policies, procedures and requirements for:

Risk management – report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim, taking into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

Occupational health and safety – take reasonable care to protect their own health and safety and the health and safety of others in the workplace – it is a requirement to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

Equal opportunity – undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Code of conduct and dress code – comply with all standards.

The terms, conditions and other obligations of your employment are covered under the Plenty Valley Christian College Enterprise Agreement 2020.

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification in response to the strategic direction of the College, and the development of the skills and knowledge of the position.

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POSITION ACCEPTANCE

I accept the position description as stated above, and that it may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Employee:

Name _____

Signature _____ **Date** __/__/____

Manager

Name _____

Signature _____ **Date** __/__/____