

# Systems Administrator Position Description

## Position Responsibility Summary and Key Working Relationships

<b>Functional Title:</b> ICT Support Technician - Level 3/4	<b>Department:</b> ICT
<b>Date:</b> 04 May 2021	

## Relationships and Networks

<b>Lead by:</b>	<ul style="list-style-type: none"> <li>• Network and Systems Manager</li> </ul>
<b>Collaborates with:</b>	<ul style="list-style-type: none"> <li>• Heads of eLearning/ Heads of IT at each Campus</li> <li>• College eLearning Coordinator</li> <li>• Teaching staff</li> <li>• General/support staff</li> <li>• Heads of Performing Arts</li> <li>• Heads of Visual Arts</li> <li>• Heads of Technology</li> <li>• Head of Finance</li> </ul>
<b>Leads:</b>	<ul style="list-style-type: none"> <li>• ICT Technicians</li> </ul>
<b>Key Working Groups</b>	<ul style="list-style-type: none"> <li>• Security Committee</li> <li>• IT Team</li> <li>• Heads of eLearning</li> </ul>
<b>External Groups</b>	<ul style="list-style-type: none"> <li>• External vendors and suppliers</li> </ul>
<b>Position conditions</b>	<p>This is a multi-campus, full time, ongoing role commencing June 2021 based out of our Berwick Campus with the need to work out of our Pakenham Campus as required.</p> <p>Conditions of employment are as per the Beaconhills College General Staff agreement 2017-2020 (incorporating the terms of the Educational Services (General Staff) Award 2010), Beaconhills' policies and procedures and the letter of offer.</p> <p>No position description can be entirely comprehensive and the incumbent will be expected to carry out such duties as may be required from time to time and are broadly consistent with the position description, the status of the post within the College and the classification criteria of the Educational Services (Schools) General Staff Award 2010.</p>
<b>Reference Documentation</b>	<ul style="list-style-type: none"> <li>• Critical Incident and Business Continuity Plan</li> <li>• IT Service Level Agreement</li> <li>• Disaster Recovery plan</li> </ul>

	<ul style="list-style-type: none"> <li>• Business Impact Analysis</li> <li>• Data Breach Response Plan (DBRP)</li> <li>• Network documentation and manuals</li> <li>• Staff Handbook</li> <li>• Staff Code of Conduct</li> <li>• College Policies and Practices</li> <li>• Security Policy</li> </ul>
--	---

**Primary purpose of the position**

The Systems Administrator is responsible for supporting the Network and Systems Manager in the delivery of performance of the IT network and systems infrastructure. This role provides a critical expertise in not only the ongoing troubleshooting and improvement of our network and systems but also in providing oversight of the College’s ICT support system by instilling and remodeling a culture of customer service excellence. The Systems Administrator has the capacity to deputise for the Network and Systems Manager in the event that they are not available.

**Key Responsibilities for the position**

**Management of the BeaconNET Support**

- Oversee all essential communications across both campuses to staff regarding issues relating to issues requiring support
- Oversee the support protocols and procedures for the ICT support
- Administer the BeaconNET support ticket system including weekly reports to the Network and Systems Manager
- Oversee the Service Level Agreement requirements and standards
- Supervision of staff including maintenance of rosters for after hours support
- Problem solving of issues, liaising with relevant staff, including external vendors as required
- Provide level 4 network support with the Network and Systems Manager

**Apple Integration - device management**

- Oversee the integration of Apple devices into College network and systems including staff Mac computers, staff and student iPads and Mac Labs
- Provide oversight of Mac MDM systems in support of the College iPad program
- Support the College eLearning Coordinator in the administration of the iPad program
- Research and develop improved ways to support ongoing seamless integration and management of Apple devices

**Staff device management**

- Act as a point of contact with external suppliers for the replacement and repair of staff devices
- Maintain hardware asset register including leasing terms
- Coordinate the roll out/replacement of staff devices with relevant staff
- Develop the hardware roll out timelines

- Manage ICT Technicians in the resourcing the roll out of hardware
- Manage the related images for installations
- Participate in the selection of hardware devices to ensure they meet our requirements

#### **Computer Lab management**

- Coordinate with the IT Tech team the management of computer labs across the College
- Update any software requirements for the lab including interfaces with external devices such as keyboards in our Performing Arts labs
- Manage roll overs/replacement of labs in line with leasing terms
- Liaise with relevant staff to ensure the high functioning of our labs
- Monitor lab utilisation through utilisation tracking

#### **Infrastructure management and development**

- In collaboration with the Network and Systems Manager identify and support infrastructure upgrades.
- Support network projects/upgrades as required

#### **Network Security and Critical Incident Management**

- As a member of the Security Committee support the Network and Systems Administrator in maintaining all aspects of the College's security
- In the event of a data breach act as the *Incident Support Lead* or in the absence of the Network and Systems Manager act as the *Incident Lead*
- In the event of a critical incident, support the Network and Systems Manager in the College's response and continuity plan or in the absence of the Network and Systems Manager as the *IT Coordinator*.
- Provide support of the College's network disaster recovery protocols

#### **Network Administration (level 4)**

- Monitor and improve network performance
- Troubleshoot server and network issues

#### **Competencies**

- High expectations and expertise in providing high levels of customer service
- Sound understanding of network topologies and infrastructure
- Sound understanding of virtual environments
- Sound understanding of backup and recovery procedures
- Sound understanding of Microsoft server platforms including 2012, 2016, Exchange & SQL Server
- Sound understanding Active Directory & Group Policy
- Sound understanding Microsoft desktop operating systems Windows 10
- Sound understanding of Apple iOS, OSX and Active Directory integration
- Sound understanding of Mobile Device Management solutions, e.g. JAMF
- Familiarity with core applications, e.g. Office, Adobe CC
- Proven problem solving abilities
- Ability to demonstrate initiative and work under pressure
- Ability to manage multiple tasks
- Ability to adapt to the changing technologies of the College
- Ability to plan and manage work independently

- Proven capacity and motivation for professional growth and development
- Synergetic experience preferred

### Physical Capabilities

The position is primarily sedentary requiring extensive use of screen-based equipment. The physical requirements include:

- Ability to undertake repetitive arm movements and manual dexterity for computer work
- Ability to read computer screens and printed documents
- Ability to communicate clearly for telephone and face to face communication
- Sitting (Occasional 1-33%)
- Standing (Frequent 34-66%)
- Walking (Frequent 34-66%)
- Talking (Frequent 34-66%)
- Listening (Occasional 1-33%)
- Steps / stairs (Frequent 34-66%)
- Carrying (Occasional 1-33%)

### Workplace Health and Safety Responsibilities

- Ensure that any hazards, incidents (including near misses) and injuries are reported immediately to relevant management.
- Cooperate in relation to activities taken by the College to comply with WHS legislation
- Participate in consultation, meetings, training and other health and safety activities where required
- Ensure only authorised, adequately trained staff undertake assigned tasks
- Take reasonable care for personal health and safety and the health and safety of others in the workplace.

### Qualifications and Selection criteria

#### Qualifications

The successful applicant must hold (or a willingness to obtain):

- A current Working with Children Check
- A current Police Certificate
- A current First Aid Certificate
- Tertiary qualifications, industry certifications and experience in similar roles will be highly regarded.

#### Selection Criteria

1. Excellent knowledge of Microsoft server operating systems and applications
2. Excellent knowledge of networks
3. Excellent communication skills, including the ability to draft and edit documentation
4. Excellent interpersonal skills, including the ability to interact effectively with a range of customers, including parents, students, staff and suppliers
5. Demonstrated excellent organisational and time management skills as well as multi-tasking and meeting deadlines with minimal supervision
6. Demonstrated capacity to apply analytical and problem solving skills to non-routine activities
7. Possess appropriate qualifications and/or experience
8. Demonstrate a flexible approach to work
9. Familiarity with the operations of schools an advantage

## Child Safety Statement

Beaconhills College has zero tolerance for child abuse. Beaconhills is a child safe employer and is committed to the welfare of children and their protection.

Beaconhills has systems to protect children from abuse, and will take all allegations and concerns very seriously and respond to them consistently, in line with our policies and procedures.

All potential employees and volunteers will be required to comply with the College's Child Safe Policy and Code of Conduct, which are available on its website. Beaconhills performs thorough assessments of potential and existing employees in accordance with the legislated Child Safe Standards. The assessments will be used to ascertain whether the potential or existing employee is a fit and proper person and is suitable for work in a school environment and in the position applied for or held. The screening process includes, but is not limited to, Criminal Records Checks, Working with Children Checks and checks of social media accounts.

Beaconhills College is committed to Equal Employment Opportunity principles and is committed to the principles of merit-based selection, equity, diversity and procedural fairness in our recruitment process.

Aboriginal and Torres Strait Islander peoples are encouraged to apply for all positions at Beaconhills College.