



POSITION DESCRIPTION

ICT INFRASTRUCTURE AND SYSTEMS ENGINEER

Context

Rosebank College, Five Dock, is a Good Samaritan, Benedictine, Catholic co-educational school committed to the successful integration of eLearning and innovative pedagogy across the Curriculum for Years 7 to 12.

Rosebank College belongs to the community of ten schools across Australia called Good Samaritan Education (GSE). Established in 2011 by the Sisters of the Good Samaritan, GSE schools offer quality Catholic education in the Good Samaritan Benedictine tradition. Rosebank is guided by the Good Samaritan Philosophy of Education and shaped by its commitment to the values of our spiritual tradition, including stewardship, mutuality, prayer, hospitality, humility, discernment, justice and peace. The College is committed to developing students who will engage with today's world as grounded, hope-filled young people who are equipped to lead wisely, to listen deeply and to treat their neighbour and their environment with justice, love and the compassion of Christ.

Rosebank College is incorporated and governed locally by a Board of Directors who are accountable through the Company Members to GSE.

Core Role Purpose & Accountability

The ICT Infrastructure and Systems Engineer supports the delivery of secure, reliable and contemporary technology services across Rosebank College.

Reporting to the College Principal through the Director of ICT, the role works closely with the Director of ICT and ICT Operations Manager to execute agreed ICT priorities, operational activities and projects that support the College's strategic and day-to-day technology requirements.

The ICT Infrastructure and Systems Engineer provides senior technical expertise across the College's ICT environment, with a particular focus on servers, networks, cloud services, cybersecurity, identity and access management, device management, backup and recovery, telephony and Audio-Visual (AV) infrastructure.

The role is responsible for carrying out the administration, maintenance and continuous improvement of these systems in accordance with agreed ICT priorities, standards and direction.

The role works collaboratively with the ICT Operations Manager to support the effective day-to-day operation of ICT services and assists the ICT Help Desk with technical escalations, complex incidents and service requests, as well as providing operational support during periods of increased demand.

The ICT Infrastructure and Systems Engineer also contributes technical expertise to the planning and delivery of ICT projects and initiatives, identifying risks, recommending improvements and implementing agreed solutions in collaboration with the Director of ICT and ICT Operations Manager

Role Responsibilities

1. Mission, Culture and Community

The ICT Infrastructure and Systems Engineer will:

- Support and model practices consistent with the Catholic, Benedictine and Good Samaritan ethos of Rosebank College.
- Demonstrate an understanding of, and commitment to, the College's Mission, Vision and Strategic Plan.
- Uphold the Benedictine value of service through responsive, respectful and professional support of students, staff and the wider College community.
- Participate appropriately in the liturgical, community and wider life of the College.
- Contribute to College events, activities and whole-school initiatives as required.
- Promote a positive, nurturing and safe learning environment.
- Support ICT practices and infrastructure that contribute to the College's Child Safeguarding responsibilities.
- Contribute positively to the College's learning culture and contemporary educational environment.

2. ICT Infrastructure and Operations

The ICT Infrastructure and Systems Engineer will:

- Support the secure, reliable and effective day-to-day operation of the College's ICT environment.
- Work with the Director of ICT and ICT Operations Manager to implement agreed operational priorities and infrastructure improvements.
- Administer, maintain and continuously improve the College's core ICT infrastructure and services, including:
 - physical and virtual servers;
 - wired and wireless networks;
 - firewalls and network security infrastructure;
 - Active Directory, identity and access services;
 - DHCP and DNS;
 - cloud computing services;
 - backup and disaster recovery systems;
 - telephony;
 - Mobile Device Management (MDM) and endpoint management;
 - Audio-Visual systems; and
 - associated infrastructure platforms and services.
- Monitor infrastructure performance, capacity, availability and reliability and proactively identify emerging risks or service degradation.
- Maintain and update active server and network infrastructure.
- Assess and deploy infrastructure patches, firmware, operating system updates and security updates within appropriate timeframes.
- Maintain secure, reliable and effective internet, intranet, email and related communication services.
- Support the administration of user accounts, permissions and access controls in accordance with College policies and security standards.

- Maintain accurate network, system, configuration and operational documentation in accordance with recognised industry standards.
- Identify ICT operational deficiencies and work with the ICT Operations Manager to implement and document appropriate corrective actions.

3. Cybersecurity, Backup and Business Continuity

The ICT Infrastructure and Systems Engineer will:

- Assist in maintaining a secure ICT environment that supports the College's educational, operational and Child Safeguarding responsibilities.
- Identify, assess and respond to cybersecurity vulnerabilities and infrastructure risks according to their severity and urgency.
- Investigate and appropriately remediate endpoints or systems identified by antivirus, endpoint detection or other security platforms.
- Maintain and support email, internet, endpoint and network protection technologies.
- Maintain backup solutions that support the College's operational and business continuity requirements.
- Conduct and document regular backup recovery testing, including the management of quarterly recovery testing.
- Support disaster recovery, business continuity and infrastructure resilience planning.
- Identify and recommend improvements to cybersecurity controls, infrastructure architecture and operational practices.
- Promptly escalate significant cybersecurity risks, incidents and vulnerabilities to the Director of ICT and ICT Operations Manager as appropriate.
- Implement agreed cybersecurity improvements and remediation activities.

4. Technology Planning, Projects and Innovation

The ICT Infrastructure and Systems Engineer will:

- Work collaboratively with the Director of ICT and ICT Operations Manager to execute technology projects and initiatives that support the College's strategic and operational priorities.
- Contribute senior technical expertise to ICT infrastructure projects from planning and design through to implementation, testing, documentation and handover.
- Undertake assigned technical project activities within agreed scope, timeframes and budget.
- Evaluate existing and emerging technologies and provide recommendations to the Director of ICT and ICT Operations Manager.
- Assist in identifying technology solutions that support the short-, medium- and long-term educational and operational needs of the College.
- Recommend improvements to technology frameworks, infrastructure standards, systems and resources.
- Assist with infrastructure lifecycle planning, including replacement, upgrades, acquisition and disposal of ICT equipment.
- Use initiative and sound technical judgment when resolving higher-level technical issues, escalating significant operational or strategic matters as appropriate.
- Provide additional senior technical support when the ICT Operations Manager is unavailable, within the established responsibilities and escalation arrangements of the ICT team.

5. ICT Service Delivery and Help Desk Support

The ICT Infrastructure and Systems Engineer will:

- Work collaboratively with the ICT Operations Manager and ICT Help Desk to support effective day-to-day ICT service delivery.
- Act as a senior technical escalation point for network, server, infrastructure, AV and related incidents and service requests escalated by the ICT Help Desk.
- Assist Help Desk staff with the diagnosis and resolution of complex technical issues.
- Provide operational support to the ICT Help Desk during periods of peak demand or where additional technical assistance is required.
- Provide responsive technical assistance to staff in relation to classroom technologies and educational ICT solutions.
- Assist with the timely and effective resolution of incidents and service requests.
- Identify recurring incidents, underlying technical problems and opportunities for service improvement.
- Liaise with external technical specialists, vendors and support partners where required to resolve incidents and deliver technical solutions.
- Provide clear, professional and technically sound advice to College leadership, staff, students and other relevant stakeholders.
- Support staff and members of the ICT team through appropriate technical guidance, documentation, knowledge sharing and training.

6. Asset, Software and Device Management

The ICT Infrastructure and Systems Engineer will:

- Assist with the management and maintenance of the College's laptop, workstation and endpoint fleet.
- Support the deployment, configuration, management and lifecycle of College-owned devices.
- Maintain accurate ICT asset records covering computing, networking, AV, telephony and associated equipment.
- Support the acquisition, installation, upgrade, replacement and disposal of ICT equipment in accordance with College policies and procedures.
- Maintain accurate software licensing records and assist in ensuring software licences remain current and compliant.

7. Governance, Documentation and Continuous Improvement

The ICT Infrastructure and Systems Engineer will:

- Develop, maintain and improve operational procedures, technical documentation, standards and support processes for on-premises and cloud services.
- Apply established ICT standards, protocols and procedures consistently across areas within the role's responsibility.
- Maintain accurate records relating to infrastructure changes, incidents, configurations, assets, licensing and operational activities.
- Report significant incidents, risks, infrastructure issues and changes to the Director of ICT and ICT Operations Manager as appropriate.
- Contribute to ICT change management, problem management and continuous improvement processes.
- Identify and recommend opportunities to improve ICT efficiency, resilience, security and service quality.

- Implement agreed improvements in collaboration with the Director of ICT, ICT Operations Manager and broader ICT team.
- Maintain current professional knowledge through relevant industry networks, research, professional development and ongoing learning.
- Share relevant technical knowledge and good practice with other members of the ICT team.

8. Relationships and Collaboration

The ICT Infrastructure and Systems Engineer will:

- Develop and maintain positive, professional and respectful relationships with students, staff, College leadership, suppliers, technical partners and other stakeholders.
- Maintain an accessible, responsive and service-focused presence within the College community.
- Promote an open, collaborative and solutions-focused environment.
- Work collaboratively with the Director of ICT, ICT Operations Manager and broader ICT team.
- Communicate effectively regarding operational priorities, technical issues, project progress, risks and service requirements.
- Provide appropriate technical support, guidance and training to staff and members of the ICT team.
- Contribute positively to Rosebank College's learning culture and contemporary educational environment.
- Contribute to a safe, healthy, inclusive and supportive workplace for all members of the College community.

Other Duties

The ICT Infrastructure and Systems Engineer will undertake other appropriate duties as assigned by the Principal, consistent with the nature, responsibilities and level of the position.

Hours of Work

8:00 am – 4:00 pm, Monday to Friday, including school holidays.

Due to the operational nature of the position, the ICT Infrastructure and Systems Engineer may be required to undertake reasonable work outside normal working hours, including planned maintenance, critical incident response and other operational requirements as necessary.

The College may vary this Position Description in response to the changing needs of the organisation.

ROSEBANK COLLEGE MISSION STATEMENT

We encourage a love of Christ, stewardship, hospitality, compassion and service working in partnership with our families, our staff and the broader community.

As a Catholic community, we give strong witness to our role as advocates of equity, diversity and justice. As a local community, we strive to support programs and partnerships focused on collaboration, giving, service and care. As global citizens, we respond critically and intelligently to our changing world, its demands and the educational and personal challenges of our students. We commit to sustainability and environmental responsibility.

OUR VISION

Rosebank's Vision is to be a community of faith for all to realise their full potential through personal leadership and lifelong learning.

We strive to develop leaders committed to personal excellence who:

- Nurture the importance of self-leadership and leadership of others
- Embrace opportunities with agility and imagination
- Respond with empathy and act with determination and compassion
- Accept humility and service as a source of strength to empower others
- Act as brave and critical thinkers who persevere with challenges
- Advocate with moral courage for the good of others and our environment

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