



POSITION DESCRIPTION

SENIOR SYSTEMS ADMINISTRATOR 2IC

POSITION OBJECTIVES

The Senior Systems Administrator 2IC assumes a pivotal role in the College's technological landscape, demonstrating unwavering commitment to the College's vision and mission. As a dynamic leader, the Senior Systems Administrator 2IC drives progress and innovation through exemplary technology utilisation. Collaborating closely with the IT Manager, the role entails strategic counsel to propel the College forward in its mission and growth. Ensuring seamless IT operations, the Senior Systems Administrator 2IC oversees the implementation of robust security measures, efficient systems infrastructure, and proactive disaster recovery capabilities. In addition, the Senior Systems Administrator 2IC fosters a culture of continuous improvement, actively engaging in the development of efficient procedures and processes. Providing comprehensive support to the College community, including staff and students, the Administrator facilitates training and skill development, ensuring technology enhances the educational experience. This multifaceted role demands expertise in various IT domains, including networking, systems administration, security, and project leadership. Committed to professional development, the Senior Systems Administrator 2IC stays abreast of evolving technologies and best practices, exhibiting proactive decision-making and effective communication skills. With a keen attention to detail and the ability to work collaboratively, the Senior Systems Administrator 2IC plays a pivotal role in positioning the College as a leading provider of education for boys from P-12.

KEY RESPONSIBILITIES

Leadership and management

- Demonstrate commitment to the College vision and mission
- Support the promotion and implementation of the strategic directions of the College
- Enhance and embrace the position of the College as a leading provider of education to boys from P-12
- Ensure consultation is an integral part of the continuous improvement and change process, seeking regular input to ensure policies and processes continue to meet the needs of the College
- Exhibit exemplary leadership in leveraging technology to drive progress and innovation
- Offer strategic counsel to the ICT Manager, encompassing all aspects of ICT development, to propel the College forward in its mission and growth.
- Serves as the second-in-command to the IT Manager
- Participate in meetings and offer expert technical counsel on behalf of the IT Manager.
- Assume full accountability for all College IT operations during the IT Manager's absence.
- Collaborate with the IT Manager in formulating and refining policies.
- Spearhead the IT team to ensure successful execution of IT projects.
- Oversee the coordination of the IT Helpdesk and support services.
- Drive the formulation and enhancement of efficient procedures and processes.

Network & Systems Administrator

Systems Administrator Responsibilities

- Ensure the systems infrastructure operates at peak performance and reliability.
- Implement stringent security measures encompassing access controls, backups, and firewalls.
- Perform daily backup and restoration procedures, promptly addressing and escalating concerns to ensure the College's robust disaster recovery capability.
- Oversee the setup and maintenance of Microsoft Windows, Linux, VMware, Azure & Google infrastructure.
- Deliver 2nd and 3rd level technical support with expertise.
- Manage the virtualised server infrastructure efficiently.

	<ul style="list-style-type: none"> • Oversee the technical aspects of the College's learning management and support systems. • Maintain the network and wireless infrastructure for optimal performance. • Partner with the IT Manager to upgrade and replace existing infrastructure and devices. • Provide comprehensive helpdesk support to the College community. • Develop and maintain detailed procedural documentation, including policies, operational procedures, technical guidelines, and configuration documentation. • Collaborate with the IT Helpdesk team to troubleshoot and resolve client issues effectively. • Collaborate with the IT team to successfully implement various projects. <p>Other Requirements</p> <ul style="list-style-type: none"> • Promptly and accurately respond to service and support requests. • Adhere to all Governance, Risk, and Change Management protocols. • Play an active role in continually developing and updating IT documentation, processes, and procedures, ensuring comprehensive records of system configurations are accurately maintained. • Offer 1st level support as needed to address user inquiries and issues. • Establish effective communication with vendors, service providers, and hardware suppliers. • Collaborate in the implementation of AV solutions throughout the College, including running presentation slides for assemblies. • Facilitate the training and skill development of staff and students in Technology and Systems usage. This may involve conducting formal training workshops, developing online training resources, and serving as a technology mentor. • Strictly adhere to the College IT Helpdesk Procedure to ensure efficient and consistent support services
Child Safety	<ul style="list-style-type: none"> • Be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety • Assist in the provision of a child-safe environment for students • Demonstrate duty of care to students in relation to their physical and mental wellbeing
Professional development	<ul style="list-style-type: none"> • Commit to ongoing professional development in your area of work • Participate in formal and informal professional development activities, which improve knowledge and skills, especially in relation to the role. • Undertake and maintain appropriate and relevant certification and training in relation to role. • Be open to researching areas of interest relevant to directions provided in the school's strategic plan • Continue development of ICT skills as technologies evolve • Be an active member of relevant professional associations
General Duties	<ul style="list-style-type: none"> • Abide by the EREA Code of Conduct • Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures • Attend school meetings, conferences and after school services/assemblies, sporting events, mass, community and faith days as required by the Principal or IT Manager • Be available on call during the term break and other 'out of school hours' times for situations that may arise • Other duties as directed by the IT Manager • The College reserves the right to alter this position description as required to reflect emerging priorities

SELECTION CRITERIA

Commitment to Catholic Education	<ul style="list-style-type: none"> • A demonstrated understanding of the ethos of a Catholic school and its mission • A demonstrated understanding of the mission and vision of the College
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Commitment to Child Safety	<ul style="list-style-type: none"> • A demonstrated understanding of child safety • A demonstrated understanding of appropriate behaviours when engaging with children • Be a suitable person to engage in child-connected work • Must hold or be willing to acquire a Working with Children Check Card and must be willing to undergo a National Police Record Check
Education and Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Previous hands-on experience with VMware or a solid grasp of virtualisation and hyper-convergence technologies. • Proficiency in IT system security services and processes, encompassing intrusion detection systems, data backup/recovery, SIEM, and vulnerability scanners. • Advanced networking and routing skills with Aruba Networks. • Strong administrative proficiency in Microsoft 365 and Windows Server environments. • Expertise in Google Workspace Administration (formerly GSUITE). • A blend of technical certifications, service certificates (e.g. ITIL), and relevant tertiary qualifications. • Thorough understanding of network technologies such as VLANs, VPNs, QoS, DNS, DHCP, Active Directory, and Group Policy. • Proficient in scripting languages, including PowerShell and Visual Basic. • Extensive expertise in SCCM, MDT, WSUS, and Intune for systems management. • In-depth knowledge of Azure and Microsoft 365 services. • Hands-on experience with network and systems monitoring tools. • Familiarity with Linux administration. • Demonstrated project development and leadership skills. • Up-to-date awareness of best practices concerning system security measures. • Proven track record in a similar role. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of VOIP Phone systems. • Proactive approach to self-training and specialist knowledge development through on-the-job experience. • Membership with the Australian Computer Society (ACS). • ITILv4 certification.
Skills and Attributes	<ul style="list-style-type: none"> • Ability to work as part of a team with the ability to cultivate credibility, respect and honesty • An ability to develop rapport with staff at all levels • Presents a professional and positive demeanour and is a solution orientated person • Proven ability to work collaboratively and energetically within a dynamic organisation, by being proactive, demonstrating initiative and a willingness to accept responsibility • Demonstrates a respect for and acceptance of difference in staff • Well-developed decision making skills and demonstrated ability to think strategically and analytically • Good oral and written communication skills • Ability to communicate complex technical solutions in a way that is understandable to management • Strong collaboration, conflict resolution, negotiation and persuasion skills • Strong organisational and time management skills, with an ability to prioritise tasks, meet prescribed deadlines, and concurrently manage a number of competing priorities • Demonstrated ability to lead initiatives and present effectively to a variety of audiences • A thorough attention to detail • Ability and willingness to accept policy directives

