



POSITION DESCRIPTION

Position: Systems & Network Administrator

Classification: N/A

Reports to: Manager ICT

Tenure: Fixed - Term, Full Time

Reporting to the Manager ICT, the System & 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: Manager ICT, Staff, Students, ICT Team, Director of Corporate Services

The outline of this role is as follows:

1. MAIN RESPONSIBILITIES

- **System Implementation:** Set up and roll out system solutions that align with project goals and follow industry standards.
- **Support & Troubleshooting:** Provide expert help to resolve technical issues, from diagnosing problems to implementing solutions.
- **Knowledge:** Possesses deep expertise in both Microsoft Windows and Mac OSX environments, enabling effective support for both platforms. Also holds extensive knowledge of Microsoft 365, networking fundamentals (routing & switching), security policies, and firewalls.
- **Monitoring & Maintenance:** Keep a constant eye on how well the systems are working, and regularly update and improve them to keep things running smoothly.
- **Documentation:** Create and keep clear records of how the systems are set up, what processes are in place, and how to solve problems when they come up.
- **Automation:** Build and maintain tools and scripts that take care of the repetitive tasks, making the system work better and reducing mistakes
- **Integration:** Make sure different systems and applications can work together, so that information flows easily between them using API, scripts, database connections etc.

- **Escalation Point:** Be the go-to person for tough IT problems and find solutions that everyone is happy with.
- **Research & Development:** Continuously explore and evaluate new technologies, tools, and methodologies to identify opportunities for improving system performance, security, and efficiency. Stay ahead of the curve by staying informed about emerging trends in the IT industry.
- **Culture:** Committed to upholding company policies and procedures, with a strong emphasis on maintaining a healthy and safe work environment. Actively promotes a culture of collaboration, respect, and continuous improvement.
- Other duties as required

2. SELECTION CRITERIA

Essential

Experience: 5+ years in IT, with 3-5 years specifically in a Helpdesk Level 3 or similar role on an Infrastructure Team.

Values: Upholds and promotes the Catholic and Mercy ethos and traditions of the College.

Qualifications: Tertiary qualifications, Vendor Certification and equivalent industry experience in ICT.

Infrastructure Management: Proven track record of effectively coordinating and improving ICT infrastructure services, including software applications, and both on-premises and cloud-based services.

Technical Expertise:

- Strong grasp of key networking and systems concepts.
- Proficient in JAMF & Apple support (OSX and iOS).
- Proficient in Microsoft environment desktop support.
- Extensive experience with firewalls, routing, and switching (Cisco and Fortinet).
- Experience with cloud technologies like Microsoft 365 (Entra, AutoPilot, Intune etc).
- Strong Microsoft Windows Server administration skills.
- Experience with infrastructure such as VMware environments, servers, and SAN solutions

Communication & Problem-Solving:

- Excellent interpersonal, verbal, and written communication.
- Strong analytical and problem-solving abilities.

Additional Skills & Attributes:

- Proven success in delivering operational technologies, services, and ICT solutions.
- Familiar with information systems in education, particularly school management systems, learning management systems, and web portal solutions.
- Maintains confidentiality and discretion in all work-related interactions.
- Proactively monitors, analyses, and resolves server and network issues.
- Dedicated to providing excellent 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 & troubleshooting skill in network hardware and firewalls
- Experience in VMware and Virtualisation tools
- Backup strategies with 3-2-1 best practises
- EDR Solutions – Policies and Management
- Essential 8 and SMB1001 experience
- Assist & troubleshoot with AV Systems for events
- Cross-functional role to assist the ICT Team when needed
- 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)

Date Reviewed: September 2024