

ROLE DESCRIPTION & EMPLOYEE SPECIFICATIONS

ICT Network Administrator

Purpose Statement:	We inspire and equip students to flourish as compassionate, highly capable people who enrich the lives of others, guided by Christian values.
Culture:	The College fosters a culture that is community focussed, relational, nurturing, inclusive and gracious.
Position Title:	ICT Network Administrator
Position Classification:	Lutheran Schools Officer – ICT Stream Grade 6 Lutheran Schools NT Collective Agreement 2021
Tenure:	Permanent
Hours of Work:	Full-time (38 hours per week with 6 weeks annual leave + 4 weeks Leave Loading)
Working Relationships:	<ul style="list-style-type: none"> Responsible to Principal and Director of Business through the ICT Manager. Works closely with the Senior Leadership Team, ICT group and other key stakeholders. Professional interaction with Good Shepherd Lutheran College students, staff, parents & guardians, volunteers, visitors and suppliers.
Special Conditions:	<ul style="list-style-type: none"> All staff must hold a current NT Working with Children Clearance (Ochre Card). The successful applicant will hold a satisfactory National Police Check. Inherent physical requirements of adequate strength, mobility, vision and hearing to perform duties.

Role Description

Position Summary

The ICT Network Administrator will:

- Provide ICT support in the troubleshooting some network systems and application issues for students, parents and staff within the college.
- Support the ICT Manager in all aspects of maintaining an efficient and effective ICT environment.
- Provide clear communication of information and identify areas of improvement to provide network stability and meet overall College objectives.
- Assist in the development of backup procedures, virus check, disaster recovery plans and usage of software within current procedural requirements.

Key Responsibility Areas (KRAs)

Under the direction of the ICT Manager the ICT Network Administrator will be responsible for:

ICT Administration:

- Install, test and maintain varying ICT hardware, software and systems.
- Undertake general troubleshooting on networks, computers, mobile devices, printers, peripherals, telephone and software.
- Complete regular maintenance of college equipment including classroom, and staff computers and accessories.
- Under broad guidance, setup computer or multimedia equipment and install/support software throughout the college.
- Perform system administration and provide technical input for the support of midrange Network Infrastructure technology stack focusing on Windows Server technologies (Windows Server 2022 and above).
- Administer Windows Server Hyper-V 2022 products for virtualisation and automation.
- Design and consult with staff to implement end to end solutions and work with vendors to ensure successful implementations.
- Develop automation capability to improve productivity across various midrange products.
- Implement and manage cloud capabilities and environments.
- Provide administration advice and feedback with regards to the standard day to day management of servers and applications, including capacity and business continuity planning.
- Perform System Administration of Google Workspace for Education.
- Ensure that the security of corporate data and applications is maintained and monitored and contribute to the team resolution of help desk cases.
- By request, provide input into project proposals and business cases.

Network & Client Administration:

- Perform Network Administration including Analysis of the network LAN, WAN and Wi-Fi
- Perform Network maintenance, monitoring and optimisation.
- Manage and maintain network hardware such as Netgear and Ubiquiti.
- Analyse and recommend network optimisation and upgrades to improve system performance and stability.
- Apply patches, configure Network with security hardening baselines, including malware and intrusion prevention and protection, and proactive scanning.
- Install, test and maintain varying ICT hardware, software and systems in a complex environment.
- Undertake general troubleshooting on computers, mobile devices, printers, audio visual devices, peripherals, telephones and software.
- Assist with systems analysis and design in relation to the development and maintenance of ICT systems.
- Keep abreast of new technologies, with a commitment to continuing professional development.
- Facilitate training in certain software/hardware for teaching and administration staff on occasion.

- Assist staff with their understanding of computers and simple applications.
- Continue to maintain the profile of the College ICT team, delivering a reputation for providing an effective and responsive service.
- Provide a high level of customer service and satisfaction.
- Recommend new technologies to improve the ICT efficiency of the College as appropriate.

General:

- Document and maintain relevant procedures to an agreed standard.
- Assist with specific ICT Projects as needed (e.g. computer rollouts, network upgrades).
- Collaborate with other technical staff and college management in the development of new processes to improve the performance and effectiveness of the college.
- Work closely with other team members of the ICT Department on a daily basis.
- Work with other team members, parents, students and staff to help resolve issues.

Employee Specifications

Educational & Qualifications

Computer Science or related Bachelor's degree or equivalent experience.

Desirable:

- Microsoft Certified Professional qualifications.
- Ability to prepare technical reports.
- Network Migration to the cloud experience.

Key Performance Indicators

- Demonstrable working knowledge of ICT activities, including Microsoft Windows and Apple operating systems, mobile devices, local area networks, and networking in a small but complex environment and an understanding of the configuration and operation of Microsoft Windows operating systems.
- Ability to manage network hardware such as Netgear and Ubiquiti and have exposure to public and hybrid cloud capabilities and environments.
- Demonstrable knowledge of workstation imaging procedures, printers, and the ability to diagnose and repair printer faults.
- Ability to work within a team environment using an ITIL methodology with a job allocation system. Be able to methodically diagnose and resolve complex issues as they arise.
- Exceptional customer service orientation — able to identify and understand client needs and ensure a result to client's requests.
- Good verbal and written communication skills — skill in gathering client requirements and the ability to write user-friendly documentation. The ability to translate technical IT concepts and issues for clients.
- Sound analytical and organizational skills — ability to plan and achieve a variety of tasks. Able to set priorities for client requests and deal with a number of issues concurrently.

- Teamwork — possessing a good team spirit and demonstrating self- management and flexibility in taking on new challenges.

Experience and Knowledge

- Capacity to support the implementation of pastoral, curricular and extracurricular programs in line with the College Vision, Purpose Statement and Values underpinning the delivery of a Christian based education to students in the College community. Demonstrating values and integrity that aligns with the College’s objectives.
- Excellent communication and interpersonal skills.
- Experience in dealing with a diverse range of people in a friendly and courteous manner
- Dependable, committed and enthusiastic.
- Ability to work effectively in a team environment to achieve team goals and deadlines
- Flexible approach to work tasks.
- Excellent organisational skills, including the ability to prioritise and manage multiple tasks concurrently.
- Advanced knowledge in the use of Microsoft Office Suite, particularly in Excel or other databases
- Be the holder of, or obtain, a Working with Children Clearance (Ochre Card) and satisfactory Criminal History Check.

Additional Information

- Staff will be required to work across the four campuses as required.
- Regular meetings will be convened with the reporting line manager to ensure organisational priorities are addressed.
- Annual work plans will be developed in line with the job description and GSLC priorities.
- Targeted training will be provided as appropriate.
- Staff are bound by strict confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.