



POTENTIAL

PASSIONS

PURPOSE

NON-ACADEMIC POSITION ICT SYSTEM ADMINISTRATOR

The School is seeking an ICT Support Specialist to join their existing ICT Services Team.

The role is based in our Summer Hill Campus and reports to the ICT Director. The role will require you to be a proactive and customer service focused Infrastructure System Administrator whilst being active contributor to the ICT Services team.

General Information

Trinity Grammar School is the largest Anglican Boys' day and boarding School in NSW with an enviable reputation and tradition for serving the educational needs of boys and young men over a number of generations. The School has campuses located in Strathfield (Preparatory School), Summer Hill (Senior, Middle and Junior School) and Field Studies Centre at Woollamia. Since its founding in 1913, Trinity has forged a reputation for outstanding academic results, a caring pastoral programme and an emphasis on both traditional and community sports. Trinity has an enrolment of some 2000 boys.

The Senior School is a member of the Combined Associated Schools of New South Wales and joins in the CAS Sports competition, while the Preparatory School and Junior School are members of the Independent Primary School Heads of Australia and participates in the IPSHA Sports and Cultural activities.

All members of staff are appointed by the Head Master and they are responsible to him for the overall performance of their duties. The Head Master delegates his authority to senior staff members for the effective management of the School.

Mission Statement

The mission of Trinity Grammar School is to provide a thoroughly Christian education for its boys, imparting knowledge and understanding of the world we live in, and recognising the importance of spiritual qualities in every sphere of learning and living. The School actively encourages its students to grow in wisdom and stature and in favour with God and man.

The Role

Title:	ICT System Administrator (Level 2/3)
Department:	ICT Team
Location:	Trinity Grammar School - Sydney
Reporting to:	Director of ICT
Supervised by:	Service Delivery Manager & Infrastructure Manager
Supervises:	Nil
Description:	This is primarily a system administration and escalated technical support and training role aimed at assisting teachers and students to make the best possible use of computer based technologies for learning.
Liaison with:	Internal: Teaching and non-teaching staff, Students External: Third Party Providers, professional organisations, parents
FTE:	1.0

1. Specific Responsibilities:

- The ICT System Administrator will be a member of the ICT Services team that is responsible for the day to day ICT needs of the School. The role will provide ICT System Administration and escalated technical support for the Level 1 and Level 2 team members whilst supporting teachers with the effective use of technology in the classroom. As such, the person will require a high level of computer hardware and software knowledge, be an expert problem solver, excellent understanding and past experience of implementation of Enterprise Infrastructure, proficient with Microsoft PowerShell scripting, accompanied by excellent communication and customer service skills.
- Experience in an educational context with primary and/or secondary experience is preferred, though not essential. The role will have a PK-12 focus and knowledge of the IB and PYP would be advantageous.
- The successful applicant will be an exceptional communicator with high-level interpersonal skills. An ability to work autonomously and a demonstrable capacity to engage with a wide range of stakeholders will be highly regarded.
- The position calls for a caring and approachable person who is able to encourage, develop and nurture the growth of ICT teaching skills among teaching staff. He or she must exercise his or her duties and all aspects of their role from within a Christian framework, promoting positive Christian values.

2. ICT Network & Systems. In order to perform this role successfully, the individual must be able to perform each duty successfully:

- Take ownership of the design, management and use of ICT Infrastructure and Systems, in consolidation with the Service Delivery Manager and Infrastructure Manager.
- Take ownership of the current scripting and automation processes in place. Specifically continuing to maintain and develop Microsoft PowerShell scripting.
- Play an active role in the maintenance of the School Infrastructure.
- Provide escalated technical support to the ICT Service Delivery Team.
- Provide guidance in configuration, deployment and maintenance of the Standard Operating Environment (SOE).
- Follow Service Management procedures including, communication, change management, outage notifications and other as per the School's Service Delivery Standards.
- Ensure all jobs are priorities and actioned in a timely manner consistent with the School's Service Delivery Standards.
- Collaborate with ICT staff to facilitate the delivery of special projects, which often involves developing pilot tests and proof-of-concept scenarios with staff and students.
- Keep abreast of trends and developments in the field of technology in education, and its application to enhance the organisation's goals.
- Undertake formal and informal training to improve skill set in hardware/software used by the School.

3. ICT Service Delivery. Deliver ICT Services in line with the ICT Service Delivery Standards in place including:

- Provide a technical support escalation point for the Level 1 / Level 2 Support Team members.
- Provide escalated technical student support for 1:1 laptops and iPads following agreed procedures.
- Provide technical support to all staff at Trinity Grammar School.
- Play a proactive role in the delivery of the school's ICT Strategy.
- Ensure all Service Desk jobs are prioritised and actioned in a timely manner consistent with the School's Helpdesk Service Delivery Standards.
- Assist in the management and use of hardware including laptops, tablets, digital cameras and video cameras, data projectors, and phone systems.

- Assisting in configuration, deployment and maintenance of a Standard Operating Environment (SOE).
- Organise warranty and non-warranty repairs as required.
- Develop and maintain documentation and electronic resources to promote the use of ICT.
- Ensure that tasks are escalated or assigned to a third party service providers as appropriate.
- Follow service management procedures including communication, change management, outage notifications, and others as per the School's Helpdesk Service Delivery Standards.
- Maintain accurate asset records of any equipment owned or purchased by the School.

4. Project Focus

- Assist in the delivery of all ICT Infrastructure projects to position the School in the appropriate technological position, to deliver the most effective teaching and learning outcomes.
- Conduct all Project Management and Delivery activities in line with the School's Project Management Office.

- > **All applications must be made on our standard application form** (please see instructions below).
- > Applications not made on our standard form will not be considered.
- > Applications will close when a suitable applicant is found.
- > No agencies please.

APPLICATION FORM

1.

SAVING AND COMPLETING THE APPLICATION FORM

- Download this application form and save it to your computer using the following naming convention: position_your name.pdf
- Close the website
- Navigate to where you saved the form and open it
- Complete the form onscreen
- Save the completed form

2.

LODGING THE APPLICATION

- Lodge your application by email only to the Head Master's Secretary:

Mrs Deborah Xuereb
dx@trinity.nsw.edu.au

Attach the following items to your email:

- Completed Application Form
- A recent photograph of yourself
- Your Resumé
- A copy of your academic transcripts
- A copy of your NSW Institute of Teachers Statement of Eligibility
- Any further information you would like considered