



TRINITY
GRAMMAR SCHOOL

NON-ACADEMIC POSITION ICT SYSTEMS ADMINISTRATOR

Position Description	ICT Systems Administrator
Reporting to	Supervisor: ICT Infrastructure Manager Line Manager: ICT Operations Leader
Agreement / Award	Independent Schools NSW Teachers (Hybrid model) multi-Enterprise Agreement 2017
Minimum Hours	Full-time

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.

Purpose of the position:

The ICT System Administrator will be a member of the ICT Services team 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 staff and students with the effective use of technology in the classroom.

The role requires a high level of computer hardware and software knowledge, expertise in problem solving, excellent understanding and experience of the implementation of Enterprise Infrastructure, proficiency with Microsoft PowerShell scripting, accompanied by excellent communication and customer service skills.

Specific Roles/Duties/Responsibilities

1. ICT Network and Systems

1. Take ownership of the management and support of ICT Infrastructure and Systems, in collaboration with the ICT Operations Leader and Infrastructure Manager.
2. Take ownership of the current scripting and automation processes in place. Specifically continuing to maintain and develop Microsoft PowerShell scripting.
3. Play an active role in the regular maintenance of the School Infrastructure.
4. Provide escalated technical support to the ICT Service Delivery Team.
5. Provide configuration, deployment and maintenance of the Standard Operating Environment (SOE).
6. Follow Service Management procedures including, communication, change management, outage notifications and other as per the School's Service Delivery Standards.
7. Ensure assigned tasks are prioritised and actioned in a timely manner consistent with the School's Service Delivery Standards.
8. 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.
9. Keep abreast of trends and developments in the field of technology in education, and its application to enhance the organisation's goals.
10. Undertake formal and informal training to improve skill set in hardware/software used by the School.

2. ICT Service Delivery

1. Provide a technical support escalation point for the Level 1 / Level 2 Support Team members.
2. Provide technical support to all staff at Trinity Grammar School.
3. Play a proactive role in the delivery of the school's ICT Strategy.
4. Ensure assigned Service Desk tasks are prioritised and actioned in a timely manner consistent with the School's Helpdesk Service Delivery Standards.
5. Assist in the management and use of end user devices
6. Configuration, deployment and maintenance of a Standard Operating Environment (SOE).
7. Organise warranty and non-warranty repairs as required.
8. Develop and maintain documentation
9. Ensure that tasks are escalated or assigned to third party service providers as appropriate.
10. Follow service management procedures including communication, change management, outage notifications, and others as per the ICT Service Delivery Standards.
11. Maintain accurate asset records of any equipment.

3. Measurement and Reporting

1. 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.
2. Conduct all Project Management and Delivery activities as required

4. General

1. To help foster good relations between parents, the community and the School and encourage parents to take an interest in the schooling of their sons and to participate in the life of Trinity Grammar School.
2. Promote ethical, efficient and appropriate use of physical resources, Information Technology (equipment and software) and Social Media.

5. Personal Qualities and Requirements

Academic / Professional Qualifications

Essential:

- > Formal tertiary qualification in Information Technology or equivalent
- > Valid NSW Working with Children Check

Desirable:

- > MCSA or above, CCNA or other networking equivalent or above.
- > OS X Support Essentials
- > Exposure to Project Management frameworks (PMP/Prince 2) or demonstrable project management skills

Work Experience and skills

Essential:

- > Demonstrate 3-5 years hands-on commercial experience in the ICT industry in an Infrastructure based role.
- > Experience with Microsoft PowerShell scripting and automation.
- > Experience administering an enterprise scale Microsoft Office 365 and Google Apps environment
- > Previous experience in maintaining enterprise scale network and server infrastructure
- > Experience in database and web based application administration.
- > Experience in providing internal technical escalation function.
- > Experience supporting Windows-based and/or OSX operating systems.
- > Experience with most of the following technologies:
 - > HPE Networking
 - > Dell Blade Servers
 - > HPE Storage
 - > VMWare
 - > Windows Server
 - > Active Directory
 - > Office365
 - > Google Apps
 - > Azure
 - > SCCM
 - > Powershell
 - > SQL Administration

Desirable:

- > Experience in an Educational environment.
- > Experience and/or training in an ICT Service Delivery Framework e.g. ITIL v3.0
- > A strong understanding of technology trends.

Personal Qualities / behavioural traits

Essential:

- > A broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and networking.
- > A 'can do' attitude and be a 'hands-on' proactive team player.
- > Ability to perform all tasks with attention to detail.
- > Ability to prioritise work schedules by being self-directed and motivated.
- > Aptitude to learn new software packages, applications and services.
- > Exemplary interpersonal skills.
- > Excellent written and verbal communication skills in English.
- > Highly developed customer service approach

- > **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 close 4pm on Friday 1 February 2019.**
- > No agencies please.

[Click here to complete an application form](#)

