

POSITION DESCRIPTION

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| Title: | IT Systems Administrator |
| Reports to: | ICT Manager, Business Manager, Deputy Principal - Students |
| Direct reports to this role: | |
| Internal Liaisons: | All Staff and Students |
| External Liaisons: | |
| Terms and Conditions: | <i>Educational Services (Schools) General Staff Award 2020</i> |

Geraldton Grammar School (GGS) Vision Statement

Geraldton Grammar School will provide outstanding education and a strong sense of community, cultivating people of integrity, independence of mind and a love of learning.

Strategic Pillars

Personalisation - Ensure that our academic, co-curricular and wellbeing programs support and enable each member of a diverse student body to achieve their personal best.

Staff - Attract, retain and develop talented staff who are aligned with the school's values and work hard to achieve the purpose and vision for Geraldton Grammar School

Our School Our Future - Plan for and maintain sustainable funding that allows us to invest in infrastructure and programs to achieve our goals

Community - Positively engage with our local community, educational partners, parents and alumni to encourage and foster mutual respect and valuable opportunities for cooperation

Service and Values

- All responsibilities and activities are to be carried out in accordance with GGS ethos, values, and standards of behaviour as set down by the School and as amended from time to time
- It is expected that individuals will demonstrate and promote service excellence and support the School in its objectives at all times
- Participate in professional development activities conducted by GGS as required or directed.
- Support the Christian teachings and ethos of the School in the Anglican tradition

Child Safety Commitment

All students who attend GGS have a right to feel and to be safe. The wellbeing and safety of all students in our care is our first priority and we have a zero tolerance to child abuse. The protection of students is the responsibility of everyone who is employed at or is engaged by GGS in child-connected work. To ensure the safety and best interests of all students, we take into account the needs of those with an Aboriginal or Torres Strait Islander heritage, those from culturally and/or linguistically diverse backgrounds and those with a disability.

Staff Obligation to Child Safety

All staff at GGS take an active role and are well informed of their obligations in relation to Child Safety under Ministerial Order No. 870 Child Safe Standards. The GGS Child Safety Commitment is incorporated into the School's employment cycle from recruitment and reference checking to induction and a commitment to regular Professional Learning. All staff at GGS are required to sign a statement that they have read, understood and agree to abide by the GGS Child Safety Policies and the GGS Staff Code of Conduct.

This role supports the ICT Manager to provide stable and secure operation of application and database platforms by integrating, maintaining and auditing identity management systems and providing technical support across the school community.

This role holds shared responsibilities, including diagnosing and repairing hardware faults, resolving network issues and installing and configuring devices and software, data input, dealing with vendors and ensuring database and user accounting information is up to date.

KEY RESPONSIBILITIES

Maintain cloud-based and local applications, including the development and integration of new software and hardware solutions.

Ensure applications and systems are reliable and secure by performing regular security audits and active penetration testing.

Assist staff in the use of software and hardware and the development and security of cloud-based applications and systems.

Statement of Duties

- Ensure ICT requests by staff, students and parents are responded to promptly and effectively via phone, in person or remotely.
- Identify, investigate and provide administrative support for all school management systems.
- Assist with the change and release management of patches, updates and upgrades for all related applications and systems.
- Assist with regular software and hardware audits to maintain control of licenses and subscriptions.
- Follow standard help desk operating procedures and accurately log help desk tickets.
- Assist with the creation and maintenance of ICT documentation.
- Respond to any unexpected behaviour on the network and escalate all computer infringements to the ICT Manager or the appropriate Head of School.
- Assist the ICT team with project delivery, compliance, and reporting tasks.
- Perform IT maintenance tasks over term break holidays.
- Assist with user accounts and device management, ensuring information is kept up to date and relevant.
- Become familiar with available resources and stay updated on school management technology changes or problems.
- Monitor backup procedures and perform occasional recoveries to ensure backup integrity.
- Perform other duties as assigned by the ICT manager, Business Manager or Deputy Principal - Students.

General Expectations:

- Be actively involved in all school activities.
- Be an active member of the School's Information & Communication Technology Committee.
- Become familiar with School policies, services, and staff.
- Uphold and adhere to the staff code of conduct.

Workplace Health and Safety

- Complies with the school's Workplace Health and Safety policy, safe work procedures, instructions and rules, particularly in the correct use of equipment.
- Identify any unsafe behaviour, or unsafe or unhealthy conditions, and report these to the Principal.
- Adopt risk management strategies to minimise risk of injury to people and property in the workplace.
- Responsible for own health and safety and for the health and safety of others in the workplace who may be affected by your acts or omissions at work.
- Co-operates with the Principal or other person so far as is necessary to enable compliance with any requirements under the Work Health and Safety Act 2011.

Skills Criteria

- Qualification in Information Technology or proven relevant experience
- Office 365 & Microsoft Teams administration
- Experience in Windows Server virtualization platforms 2016/2019/2022 Domain administration associated roles and services (AD/DNS/DHCP)
- Experience working in Linux platforms.
- Relevant training in IT support and IT systems
- Effective written and verbal communication skills to explain complex technical issues to non-technical users
- Ability to work both independently but also within a collaborative team environment
- Exceptional multi-tasking and problem-solving skills
- Experience with cloud services and technologies
- Familiarity with security best practices and tools
- Experience with backup and disaster recovery procedures
- Efficient time management skills and the ability to prioritize tasks effectively
- Strong documentation and organizational skills
- Experience with scripting and automation tools

| REVIEWED BY: | DATE |
|------------------------|-------------|
| Rory Evers/Derek Lange | 22/03/2023 |
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