MELTON CHRISTIAN COLLEGE
Position Description: ICT Systems Administrator

Reporting Structure:
This position reports directly to the ICT Manager and ICT Service Desk Coordinator and is a member of the ICT Support Team.

Role Purpose:
The ICT Systems Administrator is critical at Melton Christian College by providing continuous service and timely support. This includes offering professional and courteous responses to staff and students, responding promptly to support requests, documenting all interactions in the ticket system, and providing advice consistent with the college's directions.

Areas of Responsibility:

- Focus on the maintenance of iPads, Microsoft Endpoint Manager, and network infrastructure.
- Oversee Servers, Wi-Fi, Phones, Photocopiers, Firewall/Web Filter, and Internet Services.
- Assist in the College's Standard Operating Environment (SOE) processes and support staff, students, and caregivers.

Duties:

- Provide break-fix assistance for staff and students.
- Manage the College iPad Project: implementation, patching, and support.
- Manage College mobile phones: implementation and support.
- Maintain College Microsoft Endpoint Management: implementation, patching, and support.
- Maintain College photocopiers/printers and consumable supplies.
- Administer Papercut: implementation, management, and patching.
- Maintain server infrastructure, including Windows OS, patches, VMware, and storage.
- Manage and maintain the Wi-Fi network and switching infrastructure.
- Manage the College phone system and web filter/firewall: management, implementation, patching, and support.
- Maintain Internet services.
- Support the College's Standard Operating Environment (SOE) for Windows and Apple devices, including the reimaging process.
- Ensure data protection and security, maintaining systems recovery plans for critical incidents.
- Liaise with external contractors as necessary.
- Document all project-related and task-related activities.
- Undertake professional development annually.
- Perform other duties as directed.

Confidentiality
All employees must maintain confidence in any data. Any suspected breach of confidentiality must be reported to the line manager in writing.

Occupational Health and Safety
The ICT Systems Administrator has delegated responsibility from the Principal (for their work station/office space, equipment and facilities associated with their role) to:

- Ensure that College Health and Safety Policy and procedures are deployed within the area of responsibility.
- Ensure that safe operating procedures that are appropriate for the hazards and risk profile of the activities of the classroom/workstation/office space are developed and implemented.
- Ensure that College safety systems are implemented and compliance is regularly audited and monitored (e.g. hazard reporting, hazardous materials storage and documentation, plant and equipment purchasing, audits, etc.)
- Ensure that health and safety are scheduled agenda items during any staff team meeting.
- Ensure that all hazards observed and any incidents that may occur to any person within his/her area of responsibility are reported, documented, investigated, and corrective actions are implemented as identified for action.
- Ensure that Health and Safety issues are identified and planned for and that resources required to manage health and safety issues are included in budgets.
- Support management and colleagues in performing their roles in health and safety matters.
- Ensure that regular workplace inspections and audits are carried out under College safety systems

Child Safe Culture
The ICT Systems Administrator has delegated responsibility from the Principal to:

- Work towards embedding an organisational culture of child safety, including effective leadership in and beyond their workstation/office space.
- Be familiar with and promote familiarity with the College child-safe policy.
- Be familiar with and promote familiarity with the additional points that establish the College's expectations for appropriate behaviour with children.
- Take part in screening, supervision, training, and other human resources practices that reduce the risk of child abuse by new and existing personnel or volunteers.
- Be familiar with and promote familiarity with processes for responding to and reporting suspected child abuse.
- Always work to identify and reduce or remove risks of child abuse.
- Always work towards appropriate participation and empowerment of children

Conditions
This is related to the Educational Services (Schools) General Staff Award 2010, with a salary depending on the candidate's experience and training.