

POSITION DESCRIPTION

IT Systems Administrator

Hours:

- 40 Hours per week, 52 weeks per year with annual leave as per SSCA

Lines of Functional Accountability:

- The IT Manager
- Senior Leader responsible for IT
- The Principal

Agreement:

- Support Staff in schools Collective Employment Agreement (Grade 5) or IEA

Demonstrable Knowledge/Experience

- Server operating systems
- Data Communications and Network Protocols
- File Services and Network-based Storage
- Virtual Servers
- Firewalls
- Data Backups
- Modern Device Management
- Well-developed organisational skills
- Ability to follow established procedures and operate with a systems focus
- The ability to plan, prioritise and execute tasks to successful completion
- Excellent time management skills
- The ability to look for opportunities to continually improve the outcomes for the College
- Intermediate-level cybersecurity awareness and knowledge

Core Competencies**Participating and contributing — demonstrating the ability to respond appropriately as a group member and make connections to others.**

- Supports and models the school's values
- Adheres to the Rangitoto College Board of Trustees Policies
- Does what is right and takes responsibility for own actions
- Identifies and participates in learning opportunities
- Accepts and manages personal responses to change in a positive manner
- Works collaboratively as a team member
- Demonstrating initiative
- Good communication and presentation skills

Job Purpose

The primary purpose of this position is to be responsible for the maintenance of all infrastructure services and to provide high quality support to users. The position holder will undertake tasks of a diverse nature and at all times deliver timely, accurate and innovative administrative support services that meet the needs of the school.

Standards	
Rangitoto College prides itself as a superior institution. It is expected that the standards of professional conduct, dress, language and manners of employees will reflect credit on the College	
Amendment	
The employer and the employee both acknowledge that this job description may need to be amended from time to time during the currency of the agreement to which it is a schedule, so as to better reflect the nature of the position or the requirements of the school.	
Personal Attributes	
Maintain a professional attitude in all aspects of the role.	
<ul style="list-style-type: none"> • A high level of written and verbal communication skills • A hard-working and collaborative team player who is customer focused • An effective and proactive problem solver able to problem solve under pressure • Ability to work unsupervised with excellent time management • Integrity • Confidentiality and respectful of privacy matters • Dedicated to fostering the sharing of knowledge • Self-motivated and the ability to plan and prioritise tasks with meticulous attention to detail • A drive for continuous professional development • Able to maintain a positive working relationship with staff and other stakeholders • Quick to learn new processes 	
Service Delivery	
Key tasks	This position is responsible for all infrastructure devices and services. This will involve the management of both physical and virtual servers, all storage devices, the entire campus network, as well as all on-prem and cloud-based services.
Maintenance	<ul style="list-style-type: none"> ➤ Plan, test and install new servers and services ➤ Plan, test and update/upgrade existing servers and services (including all applicable server software patches) ➤ Ownership of support tickets relating to all infrastructure services ➤ Perform regular security audits and threat reviews in order to protect the school from cybersecurity threats ➤ Respond to any cybersecurity incident
Backups	<ul style="list-style-type: none"> ➤ Ensure all backup jobs are executing ➤ Perform regular testing of backups to ensure all backups are restorable
Team Coverage	<ul style="list-style-type: none"> ➤ Perform other IT tasks normally undertaken by other members of the team in case of annual or sick leaves.
Others	<ul style="list-style-type: none"> ➤ All other tasks as directed.

Performance Criteria	The outcomes required and the skills needed to achieve those outcomes are elaborated below
	<ul style="list-style-type: none"> ➤ Maintaining a service uptime of 99% for all on-prem services ➤ 0 security incidents due to failure to apply updates and patches in a timely manner ➤ 0 incidents of service interruption due to failure to plan and properly execute a change ➤ Co-operation and communication with colleagues is to be thoughtful and positive and contribute to a high quality team atmosphere ➤ Management of time, prioritising of tasks, and analysis of task list is to be carried out so as to account regularly for all outstanding jobs ➤ Records are to be kept in such a manner that other team members can easily access and understand them ➤ Status of jobs and timelines for job completion are to be communicated ➤ Workspace is to be kept tidy, accessible, and able to be used by others