



POSITION DESCRIPTION

Position: ICT Systems Administrator (School Officer)

Employment Type: Full Time, Ongoing

Reports to: ICT Manager

Position Purpose

The ICT Systems Administrator is responsible for ensuring the smooth and efficient operation of Villanova College's IT infrastructure. This includes the provision of timely and effective technical and operational IT support, system performance maintenance, and implementation of system improvements/new technologies as required.

This role requires a high level of technical competency, strong organisational skills and the ability to work well autonomously and collaboratively, as a member of a high-functioning team.

Reporting Relationships

The ICT Systems Administrator works under the guidance of the ICT Senior Network and Systems Administrator and reports to the ICT Manager. Work collaboratively with the IT Team to ensure a high level of IT support for the staff, students, and wider Villanova College community.

About Villanova College

Villanova College is an independent Catholic school for boys under the care of the Augustinian Order. It was founded in 1948 by five Irish priests on a 10-acre property in Hamilton, with the large onsite residence, called 'Whinstanes', functioning as three classrooms, a chapel and sacristy.

The College moved to its present site in Coorparoo in 1954, where it still sits on the grounds of historic home 'Langlands'. From 40 students to over 1,500, Villanova has continued to grow into the close community we now cherish today.

The Augustinian Order has a long history in education reaching back 750 years, and Villanova has made a love of learning and pursuit of understanding part of its character since day one. This unrelenting pursuit for knowledge and understanding ensures our lives will be based on truth, for it is truth that conquers. This is reflected in the College motto: Vincit Veritas ("Truth Conquers").

Villanova College prides itself on being an equal opportunity and family-friendly workplace. The College employs over 250 staff across a variety of areas and all staff play a valuable role in supporting the College in making a difference in each young man's life.

Our goal is to facilitate a supportive and collegial work environment to assist staff to produce exceptional outcomes for the young men and for their own professional development and job satisfaction. The College offers a variety of different benefits to staff, including opportunities for professional development, career progression and a wellbeing program. A distinct feature of our Augustinian values is the strong sense of welcome and community that unites staff, parents and students. We treasure open, friendly, and caring relationships between teachers, staff and students, and welcome people of all faiths and denominations to share our story of hope as we strive for excellence in boys' education.



Responsibilities

- Administer the College's onsite and cloud-based data centres, including physical and virtual servers, storage, and software to sustain a reliable, available, and high-performance environment. Ensure security patches and updates are applied with appropriate planning, testing, caution, and urgency.
- Administer College Wi-Fi, DHCP, DNS, AD, SIP, network Authentication and Security.
- Monitor backup and restoration processes daily and resolve, or escalate, issues, or concerns to ensure the College maintains a sufficient and resilient disaster-recovery process.
- Administer the College's Microsoft Office 365 infrastructure to make it an up-to-date and useful tool for teaching, learning and administration.
- Administer Active Directory group membership and secure file access rights assignment.
- Collect, report and interpret performance monitoring data, and related activities such as capacity planning.
- Troubleshoot issues, document resolutions, and share findings with the team.
- Develop and maintain installation and configuration procedures, practices, and documentation with a goal of increasing efficiency, automation and ITIL maturity.
- Liaise with hardware and software provider's support team, escalating issues that require immediate resolution.
- Follow internal procedures for change management, incident management, and escalation following ITIL methodology.
- Maintain and administer the college Mitel phone system.
- Administer the College CCTV system including secure access rights assignment.
- In collaboration with the Facilities Manager and external contractors maintain and administer:
 - Integriti security system including assignment of staff access to secure College facilities,
 - Salto/SPACE secure physical access system (swipe access to doors) including assignment of access rights, and
 - Integration of security systems into IT systems including alerts generated by Fire Panels, smoke detectors, motion sensors, panic buttons.
- Maintain College PA speaker systems for audible announcements and bells.
- Perform critical maintenance and respond to issues outside of standard hours of work, as necessary.
- Respond, analyse, resolve and communicate level 2 and 3 escalated ICT service incidents in a timely manner.
- Assist the helpdesk team in providing 1st level support, if necessary, to allow the team to maintain a premium level of customer service.
- Carry out other tasks and duties as assigned by the ICT Senior Network and Systems Administrator and ICT Manager.

Role Requirements/Key Criteria

1. Relevant tertiary and professional qualifications, combined with a minimum of 2 years' experience working in a similar role. ITIL Certification is also favourable.
2. Demonstrated ability to apply a range of technical ICT skills in varied and highly specific contexts to a school education environment.
3. A high level of accuracy and attention to detail with the ability to communicate effectively, in person and in writing, building supportive working relationships with staff, students, parents, and members of the Villanova community.
4. Demonstrated ability to work independently on both routine and non-routine tasks, use discretion and judgment in planning and selecting appropriate equipment, service techniques, and work organisation, whilst fostering a proactive approach to identification of areas in need of improvement.
5. Ability to demonstrate a high level of initiative and organisational skills, and the ability to plan, set priorities and make sound judgements based on thoughtful evaluation to meet the objectives of the school.

Additional Essential Requirements

- Applicants must hold a Current and valid Blue Card (Working with Children Check).
- Commitment to the Catholic and Augustinian ethos of the College.

Application Process

To apply for this role, please forward a cover letter and a current resume via email to hr@vnc.qld.edu.au or apply direct via Seek.

Please note the closing date for applications is **COB Monday 25 March 2024**. Referees will be sought from candidates following the interview process.

For further information or for a confidential discussion please contact Human Resources on (07) 3394 5511. We respectfully advise that no agency applications will be considered at this time.

Additional Information

Villanova College is committed to providing an inclusive and child safe environment that is free from Workplace Harassment, Sexual Harassment and Bullying. Our robust human resources, recruitment and vetting practices are adhered to during the application and interviewing process. Certain roles require that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.

At all times, all employees must act in accordance with Villanova College Student Protection Policy and other Villanova Policies and Procedures. It is necessary that the role holder exercise judicious and prudent judgment in interactions with students.

This position carries no inherent delegated authority regarding expenditure of funds or supervision of other position holders within the College. Expenditure of funds must be in accordance with approved budgets and appropriately authorised.

Terms and Conditions of employment are as per the *Catholic Employing Authorities Single Enterprise Collective Agreement Religious Institute Schools of Queensland 2023-2026*.



Please note: This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may inevitably be required in the future. Villanova College will engage in consultation to align any required change with both the employee's and the company's goals.

Villanova College acknowledges the traditional custodians of the land on which we work and study, and their living culture. We pay our respects to them and their Elders, past and present, for their care of the land and waterways, and pay tribute to the unique role they play in the life of this region. Villanova College has always been, and always will be, a place of teaching and learning connected to Country, culture and community.