

Position Description – ICT Administrator

Primary Purpose and Objective

The ICT Administrator is part of the Educational Support Officer group and is responsible for the efficient and effective support and delivery of technology services to Bayview College and its staff and students including ICT Helpdesk functions, service support processes and project deliverables. This involves working with relevant stakeholders to develop operational processes and procedures.

The ICT Administrator role provides strategic and technical advice and support for the schools network, servers, clients, software and peripherals. The Administrator implements ICT strategy and policy in consultation with the School Leadership team. The ICT Administrator needs to have a client focussed practice and the capacity to work with students, teachers, office staff and parents.

Desirable Qualifications/experience

1. Diploma or Degree in Information Systems or Computer Systems Engineering or higher tertiary qualification
2. Framework for ICT Technical Support (FITS) Practitioner and Advanced certifications
3. CISCO or Microsoft certification qualifications highly regarded
4. Experience with managing an IP Phone system
5. Experience with School Management systems and Learning Management systems highly desirable
6. Working with Children check (essential)

Core competencies

1. Excellent written and oral communication skills
2. Expert WAN, LAN, Server, Client and operating Systems skills
3. Knowledge and understanding of Windows network and OS technologies as well as advanced Windows 8/10 and Office 365 and other cloud based solutions eg Google Apps for Education.
4. Methodical approach to technical issue identification and resolution
5. Strategic approach to ICT maintenance
6. Strong work ethic, organisational skills and ability to work both independently as well as in teams

Mandatory Responsibilities

1. Assist the College Leadership team to implement the BYOD program from Year 7 – 12. Experience in Chromebook, PC and Mac platform desirable.
2. Perform schools helpdesk function for staff and students in accordance with the Service Level Agreement
3. Support the College's ICT infrastructure, including internet, email, website, wireless network, and servers, software and peripherals.
4. Set up student and staff accounts on the network
5. Undertake back-up of servers and systems
6. Develop and maintain technical documentation and record keeping
7. Provide technical advice to staff and students

8. Operate within the defined business practices of the school and manage the budget effectively
9. Perform other duties as directed by the Principal or delegate

Typical Functions

- In consultation with the School Leadership Team design, develop and deliver new and enhanced services through projects:
 - Contribute to the development of the ICT Strategic plan and oversee its implementation.
 - Evaluate best solutions and methods to support educational programs.
 - Assist in the development of the school cloud based solutions
 - Support and assist staff in their use of technology.
 - Investigate pricing for proposed solutions, consumables or hardware.
- Undertake duties specified within the Bayview ICT operational service support processes including:
 - Analysis of incidents and urgent restoration of degraded or disrupted services.
 - Determine and diagnose problems affecting services, development of solutions and implementation of fixes.
 - Administer ICT assets, asset configuration and relationships between assets.
 - Execute policies for the maintenance and development of the IT environment;
 - Develop and implement changes to ICT structure based on emerging needs and operational procedures and standards.
 - Independently negotiate and deploy best practice solutions to unforeseen difficulties requiring both technical and non-technical knowledge and processes.
- Coordinate maintenance and repair activities with third-party suppliers ensuring all configuration items covered.
- Perform duties associated with the helpdesk function:
 - Analyse helpdesk calls quickly and competently.
 - Prioritise helpdesk calls analysing the impact and urgency.
 - Interact with and support students, parents and staff.
 - Co-ordinate the implementation of all changes and solutions ensuring all deliverables are achieved, stakeholders are kept up to date and issues appropriately escalated and resolved.
 - Ensure all incidents are addressed within the service level agreements.
- Undertake maintenance and repair of ICT hardware and software as required.

All staff at Bayview College are required to take responsibility for and promote an understanding of the moral imperative to prevent Child abuse. Bayview College has zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. Each staff member must adhere to the Staff Code of Conduct.

Every person at Bayview College has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all young people is at the forefront of all they do and every decision they make. This position description describes in general terms the normal duties which this position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility associated with the post.