



POSITION DETAILS:

Position Title:	IT Systems Engineer
Group:	IT Department
Supervisor:	IT Manager
Classification:	Level 5
Date:	September 2018

PRIMARY ROLE/PURPOSE:

The primary purpose of this role is to maintain effective and up to date Information Communication Technology Systems. In addition to assisting with Level 1, 2 and 3 tasks, this position also has a project role associated with it. The project role requires the IT Systems Engineer to be responsible for designing, implementing and managing technical solutions in consultation with the IT Manager.

The position requires employees who have highly developed skills and knowledge, and advanced competency in a multitude of IT Systems, including Cloud Services, On-Premise Infrastructure and Integration. The position must also be capable of engineering solutions that require gathering of facts, analysis of the situation, interpretation of the requirements, planning the implementation and performing the implementation of the relevant systems.

The IT Systems Engineer is also responsible for following existing policies, procedures and practices in assisting the IT Manager to plan and manage the workflow of the IT Technician, IT Support Officer, and Senior Systems Administrator.

RELATIONSHIPS AND AUTHORITY

The position is responsible to the IT Manager for the day to day performance of duties.

KEY ACCOUNTABILITIES:

Engineer Solutions, under the guidance of the IT Manger, as follows

- Research solutions;
- Trial and perform Proof of Concepts for solutions;
- Provision required infrastructure and services for solutions;
- Manage the implementation of solutions;
- Manage post implementation of solutions and Business as Usual (BAU) relating to implemented solutions;
- Liaise with Contractors & Suppliers;
- Train other IT Staff in the use of relevant solutions;
- Assist the IT Manager in strategic planning.

Under the guidance of the IT Manager, plan and manage the work of the IT Technician, IT Support Officer, and Senior Systems Administrator as follows

- Provide the first escalation point for the IT Technician, IT Support Officer, and Senior Systems Administrator;
- Assign/delegate job tickets & tasks as required.

Assist the IT Manager in advanced support of the School's IT Infrastructure as follows

- Work autonomously and with the IT Manager on supporting the School's Network infrastructure, including network and server infrastructure and software such as servers, network switches, firewalls, routers;
- Manage and maintain physical and virtual servers across the campus and cloud infrastructure using technologies such as VMWare, Hyper-V, AWS, Azure, Google Compute Platform;
- Manage and maintain online Software-as-a-Service (SaaS) products such as Office 365, G-Suite;
- Manage and maintain SQL Server databases and manage queries;
- Manage and maintain the School's VoIP & Broadcast System;
- Possess an advanced knowledge of scripting and automation concepts;
- Ensure all backups are functioning correctly and are appropriately stored according to procedures and guidelines.

Provide IT support as follows (but not limited to)

- Provide Service Desk Level 1, Level 2 and Level 3 IT Support to students and staff;
- Install, maintain and troubleshoot software programs for the School;
- Install, maintain and repair ICT hardware within the School (printers, laptops, PC's);
- Manage and maintain infrastructure needed for printing/copier services;
- Maintain the infrastructure to support a diverse range of devices including Windows and Apple based devices, including SCCM and MDM software;
- Assist the IT Manager in maintaining the School's active directory to ensure all staff/student queries have been addressed (logons, passwords).

Provide Administrative support to the School as follows (but not limited to)

- Assist in the development of all guidelines and procedures with the IT department;
- Ensure all documentation of maintenance registers, logging priorities, guidelines and procedures are up to date;
- Liaise with the IT Manager on the latest Communications Technology;
- Report to the IT Manager on any ICT issues that arise;
- Liaise with third party vendors to organise warranty/non-warranty repairs on ICT equipment;
- Provide advice, training and skills transfer activities that contribute to building a highly skilled and efficient ICT team;
- Take on a wider customer service role and promote this ethic to maintain a high degree of customer service for all support requests;
- Promote the effective and safe use of technology within the School;
- Complete administrative duties to ensure the day to day running of the Service Desk is effective and efficient;
- Train staff and students on the safe and correct operation of IT equipment throughout the School and support them in the use of ICT to become an effective tool;
- Lead the Service Desk Team by example, assisting staff and students with technology for a customer focused approach.

Other

- Additional duties as allocated by the Headmaster.

KEY SELECTION CRITERIA:

Qualifications

- Bachelor's Degree or Equivalent Experience in Information Technology;
- Five to ten years' experience in an IT Systems Administrator or Systems Engineer role.

Essential

- A broad range of skills, and in-depth knowledge of some areas due to experience or qualifications;
- Advanced Knowledge of Infrastructure such as Servers, VMWare, Hyper-V;
- Advanced Knowledge of and experiencing in configuring Switching, Wireless Technologies, VLANs, Routing, IP Addressing, Subnetting;
- Advanced Knowledge of Scripting and Automation technologies such as PowerShell, Cloud Formation, Bash Scripting;
- Advanced Knowledge across a multitude of Windows Server Services, such as Active Directory, DNS, DHCP, IIS, NPS;
- Advanced Knowledge of Windows Server products such as Microsoft Exchange, Microsoft SharePoint, Microsoft SCCM;
- Fault diagnosis of PCs and peripherals;
- Knowledge of computer components;
- Knowledge of Customer Service Techniques;
- Excellent troubleshooting skills;
- Possess a professional and courteous phone manner;
- Possess a high level of organisational, communication and interpersonal skills;
- Have the ability to find solutions through creative thinking and collaboration;
- Have a service ethic;
- Ability to work to deadlines;
- Ability to work effectively with minimal explicit direction and supervision;
- A willingness to be a member of a team and to work collegially with other staff members;
- High level of professional standards and conduct;
- Experience working in a School setting would be an advantage;
- Willing support for the Anglican Ethos of the School;
- Possession of, or the ability to acquire, a current blue card (Working with Children Check by Blue Card Services);
- Agree to undergo a Criminal History/Police Check conducted by the School;
- **Must be an Australian resident and eligible to work in Australia.**

Desirable

- Experience and/or Certifications in AWS, Azure, Google Compute Platform;
- Certificates in Windows Server 2008R2/2012R2/2016, SQL Server, IIS, Exchange 2010-2016, SCCM 2012R2, Microsoft Office Suite 2010-2016 are desirable;
- Knowledge of Windows, Apple and Android devices, plus BYOD portals and cloud computing environments;
- Experience in Linux;
- Experience in Moodle;
- Familiarity with the TASS School management system;
- Telephone technical support experience;
- Experience with installation and maintenance of networks and supporting infrastructure.

Criminal History Checks

- The School will conduct a Criminal History/Police Check on the successful applicant;
- The offer of this position is subject to the successful outcome of the Police Check and the Working with Children Check application;
- Should the Police Check or the Working with Children Check application reveal a negative outcome, the offer of this position will be immediately withdrawn.

AUTHORISATION:

I hereby agree that this Position Description accurately reflects work requirements.

Headmaster

Paul Browning

Name

Signature

Date

**IT Systems
Engineer**

Name

Signature

Date

ATTACHMENT – ST PAUL’S SCHOOL

ETHOS STATEMENT

The School’s Purpose is “to prepare resilient, global citizens, who are innovative thinkers, with a heart for servant leadership.”

The School’s Vision is “Leading in educational thinking and practice.”

The School’s Values are:

By **Faith** and by **Learning** we strive to grow in **Community** with God and each other, valuing each person and celebrating individual excellence.

We value Faith believing where:

- Each person is a unique creation of a loving, redeeming God and able to be empowered and sustained by the Holy Spirit through the teaching and life of Jesus Christ.
- Each person can have a relationship with God, through Jesus Christ, demonstrated by modeling one’s life on Christ, serving others and participating in the traditions and practice of the Anglican Church.

We value Learning where:

- Students are encouraged and supported as they strive to reach their intellectual, creative, physical, social, moral, emotional and spiritual potential in a balanced and disciplined way.
- Students fully explore a range of topics, themes and concepts which have relevance, real-world application and a focus towards the future.
- A variety of student dispositions to learning are fostered through our five Realms (viz. Creativity; Design Thinking; Entrepreneurialism; Global Sustainability; Inquiry), which are embedded from P-12 across all Learning Areas.

We value Community where:

- Students, staff and families support the aims, purpose and mission of the School and serve one another using their God-given gifts.
- Students, staff and families grow together in faith and learning, promoting love, justice and mercy - at home, at School and in the wider world.
- Students remain connected to the St Paul’s community when they graduate, through a vibrant Past Students’ Association.

SCHOOL EXPECTATIONS

All employees are bound by the requirements of the School's policies and procedures as they apply from time to time, and are expected to act with integrity, and in a way that demonstrates a proper concern for the public interest expressed with a framework of a Christian educational organisation.

As such, employees at St Paul's School are expected to embrace the following statements.

As well as comply with all federal and State legislation as they apply from time to time as well as any relevant Canon Laws or Diocesan policies.

Much of the information gleaned by employees during the course of their duties is confidential and should be treated as such. Employees shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways which are inconsistent with their obligation to act impartially. Nor should such information be used improperly and cause harm or detriment to any person, body, or the School.

Proof of qualifications as well as a disclosure on any matter which may affect your employment in this position will also be required prior to commencement.

LEADERSHIP EXPECTATIONS

"If a leader's actions are driven by service and dedication to a cause or a relationship then they are a servant leader."

Leadership at St Paul's is based on the philosophy of individual and School "wholeness", collaboration, teamwork and transparent decision-making. The model of leadership reflects the values central to St Paul's School, that of Faith, Learning and Community.

Leadership Principles underpinning the Leadership at St Paul's:

- St Paul's School leadership structure is **student-centred** and reflects our agreed values of Faith, Community and Learning.
- The leadership structure is **learning-centred** for both students and staff, providing opportunities for open and transparent communication and decision-making.
- Collaborative leadership based on teams enabling of ideas to be brought forward by anyone through a variety of formal and informal routes (everyone's voice deserves to be heard).
- Education of the whole person in which the intellectual, spiritual, emotional and physical development are all-important and integrated.
- The importance of creating an environment which encourages high academic achievements at senior levels by ensuring appropriate methodologies and subject content.
- The concept of St Paul's School as a single whole School, made up of four Sub-Schools each with some degree of autonomy whilst sharing many common elements.