



Position Description

Position Title	Information and Communication Technology (ICT) Systems Administrator
Organisation	Catholic Education Sandhurst Limited (CES Ltd)
Team	Operations
Location	<i>Bendigo, Wangaratta or Tatura</i>
Enterprise Agreement and or Award	Victorian Catholic Education Multi-Enterprise Agreement 2018
Classification	CEO Administration Level 5
Remuneration	\$95,289 (excluding superannuation)
FTE	1.0 FTE
Status	Ongoing
Reports to	IT Manager/ ICT Lead

Our Organisation

Catholic Education Sandhurst Limited (CES Ltd) is committed to the mission of Catholic Education across the Diocese of Sandhurst. With a rich history dating back to 1853 the Diocese reaches from Central to Northeast Victoria. The organisation supports more than 3000 employees in 52 schools and 2 early childhood facilities. It also provides support to 4 secondary colleges owned and operated by Religious Institutes.

CES Ltd participates and cooperates in the work of the Catholic Education Commission of Victoria Ltd (CECV), which has key responsibilities for the allocation and distribution of government funding, facilitating cooperation across the four Victorian Dioceses, and in working and cooperating with government statutory authorities.

The Chief Executive Officer of Catholic Education Sandhurst is appointed by the Board of CES Ltd to support the administrative, organisational and service matters to Catholic schools within the Diocese.

The Chief Executive Officer and all delegations via that position operate within the parameters of Canon Law and the Catholic Church structures and processes. CES Ltd is the employing authority for its schools and acknowledges and respects the role of Parish Priests within the Parish communities in which schools are located and supported.

Our Vision

The vision for CES Ltd is to provide, in partnership with our families, stimulating, enriching, liberating, and nurturing learning environments in each of the Catholic school communities within the Diocese. At the heart of this vision is our commitment to the ongoing duty of care that we have for the safety, wellbeing and inclusion of all children and young people.

We believe:

- That the values of the Gospel are central to who we are, what we do, and how we act.
- That we have a vital role in the mission of the Catholic Church to imagine and seek new horizons while respecting our Tradition.
- That a strong sense of community is dependent on the quality of our collegial relationships.
- That each person's potential is fostered through the dedicated ministry of Catholic Education.
- In leadership encompassing vision, innovation, and empowerment.

Our Values

CES Ltd Values underpin and reflect the behaviours we expect of our staff:

Principles of Catholic Social Teaching

The identity of the Sandhurst Catholic School reflects the principles of Catholic social teaching, grounded in the person of Jesus, and interpreted and enacted for the "common good" in response to the "signs of the times".

These principles require that the dignity and potential of each person be fully respected within a climate that is conducive to peace, security, and development. This must find expression in the relationships, structures, curricula, planning, processes, and care in the everyday life of the school.

Respect

Respect for the dignity and potential of each person within a climate that is conducive to peace, security, and development. This must find expression in the relationships, structures, curricula, planning, processes, and care in the everyday life of the school.

Partnerships

The Sandhurst Catholic Schools do not function in isolation. In attending to the religious dimension of education, the most fundamental partnerships are those with parents/guardians and with local Catholic faith communities. The school is part of the wider Church community.

Faith

The tasks of evangelisation, catechesis and religious education are shared by home, school and parish, with each having its own distinct contribution to make in a sense of genuine partnership.

Team Summary

The Catholic Education Office Sandhurst (CEOS) Team comprises approximately 100 employees working across 7 key divisional areas, supporting over 50 schools within the Sandhurst Diocese based across Bendigo, Tatura, and Wangaratta.

The Chief position within each division reports directly to the Chief Executive Officer of Catholic Education Sandhurst (CES) and the 7 divisional areas comprise of:

- Catholic Mission/Learning and Teaching
- School Development and Support
- Early Childhood Education and Care
- Student Wellbeing
- People and Culture
- Operations; and,
- Strategy, Risk and Governance

The Operations Team is led by the Chief Operations Officer who also assumes the duties of the Chief Financial Officer for Catholic Education Sandhurst Limited (CES Ltd).

The team partners with the business to provide advice and support in the following areas:

- Finance
- Facilities and Fleet Management
- ICT and Digital
- System Data
- Public Relations and Marketing
- Procurement
- Capital Planning and Infrastructure (including planning and implementing of all capital works projects); and,
- Administration (including event management and reception)

The team ensures appropriate systems and processes are in place to ensure that financial accountability, fiducial responsibility and resource and data stewardship are all managed to ensure sound strategic decision making.

Position Summary

This position is responsible for providing ICT networks and systems administration support to the service and system architecture within our schools and offices across the Diocese of Sandhurst. The ICT Systems Administration role will oversee the ICT infrastructure across the Catholic Education of Sandhurst diocese including networks, servers, and applications whilst also having responsibility for cyber security, licensing, and user access. This plays a key role in the digital transformation of CES schools through the implementation of new solutions that will leverage key technologies to standardise IT across CES.

Key responsibilities include:

- Overseeing the ICT Infrastructure including networking, servers, and applications to provide adequate support, installation, and maintenance.
- Providing schools and offices with support remotely via phone or email or in person to resolve network, server and application problems encountered.
- Performing system and network troubleshooting and problem solving for issues and faults.
- Ensure data is backed up, secure and easily recovered.
- Installing applications and managing and recording who has access.
- Maintaining the software and hardware asset register.
- Ensuring information technology security protocols and practices are defined and managed.
- Managing system security and responding to cyber security threats as required.
- Managing the digital licensing for CES Limited including service and enterprise licensing.
- Working collaboratively with the ICT Helpdesk and Technical Support Team to respond to level 3 user helpdesk requests as required.
- Ensuring that schools are assisted to meet their Information Technology requirements and legislative mandates.
- Assisting ICT Lead with ICT projects and initiatives.
- Management and co-ordination of the onboarding of schools into CES IT model and migration of data into new platforms.
- Provision and configure both Windows and MacOS systems to specifications and ensure that systems are continuously patched/updated.
- Management of Active Directory and Azure AD including configuration of policies and access rules.
- Implement and manage access to applications using SSO utilising Azure AD.
- Assist in the efficient onboarding and offboarding of employees.
- Configuration and support of LAN/WAN infrastructure and firewalls.

Key Responsibilities

Network and System Architecture Support	<ul style="list-style-type: none"> ● Oversee ICT Infrastructure including networking, servers, and applications to provide adequate support, installation, and maintenance. ● Provide schools and offices with support remotely via phone or email or in person to resolve network, server and application problems encountered. ● Design and implement network schemas. ● Ensure data is backed up, secure and easily recoverable. ● Work closely with school and office staff to provide software and hardware installation. ● Configuration and support of LAN/WAN infrastructure and firewalls.
System and Network Troubleshooting	<ul style="list-style-type: none"> ● Perform system and network troubleshooting and problem solving for issues and faults. ● Perform system re-configuration. ● Perform recovery actions and data restoration. ● Management and co-ordination of the onboarding of schools into CES IT model and migration of data into new platforms. ● Provision and configure both Windows and MacOS systems to specifications and ensure that systems are continuously patched/upgraded. ● Management of Active Directory and Azure AD including configuration of policies and access rules. ● Implement and manage access to applications using SSO utilising Azure AD. ● Assist in the efficient onboarding and offboarding of employees.
Level 3 Helpdesk Support	<ul style="list-style-type: none"> ● Work collaboratively with the ICT Helpdesk and Technical Support Team to respond to level 3 user helpdesk requests as required. ● Ensure ICT security protocols and practices are adhered to, and ensure strict confidentiality is maintained when accessing user systems. ● Escalate Level 3 user helpdesk requests to a third party if required.
Asset Register	<ul style="list-style-type: none"> ● Maintain software and hardware asset register.

Licensing and User Access	<ul style="list-style-type: none"> ● Record and regularly monitor staffing who have access to applications. ● Maintain database of digital licensing for CES Limited including service and enterprise licensing.
Security	<ul style="list-style-type: none"> ● Respond to system security breaches and respond to cyber security threats as required. ● Provide education to staff in relation to cyber security to increase awareness and minimise risks.
ICT projects and initiatives	<ul style="list-style-type: none"> ● As a leader within the ICT team develop initiatives to improve services delivered to schools. ● Assist with ICT projects and delivery of initiatives. ● Conduct research as required. ● Identify training needs and advise Manager. ● Ensure ICT documentation is maintained and kept up to date including system documentation, technical documentation, and user guides. ● Work collaboratively with the ICT Helpdesk and Technical Support Team to manage incidents and services and assist with communications for planned changes to services and outages.

Carry out all other duties that are within the limits of the skill, ability, competence, and training of the employee, and aligned with the requirements of the role as may be directed from time to time.

Mandatory Responsibilities and Requirements

Compliance with CES Ltd Policies and Procedures

- All CES Ltd policies and procedures are available in either CompliSpace and/or the Staff Portal. It is expected that all employees of CES Ltd must ensure that they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breaches in compliance may result in disciplinary action.

Compliance with Occupational Health and Safety

- All CES Ltd employees have a responsibility to take reasonable care of their own health and safety along with the safety of others. It is expected that all employees comply with policies, safe work procedures, instructions, and rules of CES Ltd's OH&S Management System.

- All employees must report any hazards or any other health, safety, or wellbeing issues to their team leader/principal. There is also an expectation that employees will actively eliminate hazards, follow instructions, and participate in training and consultation processes.
- All employees who have responsibility to supervise /lead others have additional responsibilities including ensuring that employees have clearly defined safety roles and responsibilities, addressing OH&S issues immediately, be aware of tasks being undertaken by employees and ensure that they have the skills required to perform tasks safely, ensuring training is provided to address any knowledge or skills gaps for performing work safely, ensuring clear policies and procedures are implemented as well as holding regular OH&S meetings with employees and managing non-compliance.
- All employees will be required to provide evidence of vaccination status prior to commencing employment with CES Ltd. Depending on the role some employees will also be required to provide evidence of successful completion of First Aid Certificate inclusive of Anaphylaxis training.

Compliance with Child Safety Legislation

- CES Ltd is committed to creating and maintaining a child safe school environment in which all students feel safe and are safe. They do this by promoting the safety, wellbeing, and inclusion of all children. All CES Ltd employees have a responsibility to comply with current Child Safety legislation. This includes keeping up to date with relevant mandatory reporting requirements and maintaining a valid working with children check or VIT registration. CES Ltd are committed to ensuring the safety of children in our care, as such rigorous reference and background checks are conducted at the pre-employment stage. All staff are also expected to comply with the Child Safety Code of Conduct as amended or varied from time to time.

Requirement for onsite work

- CES Ltd values flexibility and supports remote work where able. This position does require the majority of tasks to be conducted at a CES Ltd workplace and as such, the incumbent must be available to work onsite.

Key Selection Criteria

Essential	Qualifications and Registrations	<ul style="list-style-type: none"> ● Degree in Information Technology, Computer Science or other relevant qualification and experience. ● A current unrestricted Victorian Drivers Licence. ● National Police Record Check.
	Knowledge and Experience	<ul style="list-style-type: none"> ● A broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventative maintenance and TCP/IP networking.

		<ul style="list-style-type: none"> ● Experience in software installation and maintenance. ● Demonstrated working knowledge of scripting languages (eg. PowerShell, SQL, CMD line, Bash, etc) and industry experience in programming in any one of Visual Basic, C, ASP, Java or one of their derivatives. ● Capable of performing SQL Server patching, migration, and disaster recovery. ● Excellent technical support knowledge and skills across Microsoft Desktop operating environments Windows 7/10, Active Directory, Exchange, and Microsoft Office Suite 2010/2013/365. ● Demonstrated experience with Google applications, Power BI, and Cloud Technologies (AZURE). ● Understanding of industry trends, technologies, and best practices (e.g., Cloud technologies). ● Understanding of Cyber security threats and mitigation. ● Experience in developing and creating presentations, facilitating workshops and training events for adult learning. ● Experience managing endpoint security is highly desirable. ● Experience managing a corporate network including security. ● Experience with Microsoft Azure AD, Intune, and the Office 365 suite.
	Commitment to Catholic Education	<ul style="list-style-type: none"> ● Demonstrated commitment to Catholic Faith with an understanding and willingness to work within the Catholic ethos, traditions, and practices of the Diocese of Sandhurst.
	Commitment to Child Safety	<ul style="list-style-type: none"> ● Willing to undergo or provide a current and satisfactory working with children check. ● Ability to demonstrate an understanding of appropriate behaviours when engaging with children. ● Acknowledge and appreciate the strengths of Aboriginal culture and its importance in the wellbeing and safety of Aboriginal students.

	Skills and Attributes	<ul style="list-style-type: none"> • Ability to prioritise own workload and to work independently, managing competing demands and delivering within reasonable timeframes. • Ability to communicate effectively with various stakeholders of multiple levels of skill and experience. • Demonstrated high-level problem-solving skills. • Excellent analytical and research skills including proficiency in technical writing and documentation. • Demonstrated high level customer service skills with an ability to communicate technical concepts in lay terms. • Personal qualities of collaboration, solutions-focused, positive, and friendly.
Desirable	Qualifications and Registrations	<ul style="list-style-type: none"> • Microsoft certifications would be highly regarded. • IP Networking experience and certifications. • ICT Security certifications.
	Knowledge and Experience	<ul style="list-style-type: none"> • Experience in an education environment and an understanding of educational cloud-based applications and services would be highly regarded. • Experience supporting VPN environments. • Experience in maintaining databases – including backup, restore, updates and best design principles.
	Other	<ul style="list-style-type: none"> • Availability to participate in after – hour support for related network and security problems and projects.