



# LORETO COLLEGE

Coorparoo

## POSITION DESCRIPTION

<p><b>Position:</b> Technical Support Officer – Infrastructure (TSO-I)</p>	<p><b>Location:</b> Technology Services and Support (TSS) Team</p>
<p><b>Position status:</b> Full-time – 2 year contract</p>	
<p><b>Reports to/supported by:</b> Head of ICT Strategy, Services and Operations Directory of Finance and Business Operations – Staffing and HR</p>	<p>Effective Date: 3 September 2018  Prepared by: John Salceda and Noel Williams</p>
<p><b>Direct Reports:</b>  No other positions report to this position</p>	<p>Approved by: K</p>
<p><b>Position purpose/summary:</b></p> <p>The TSS team provides planning, operation and support of the College's messaging, collaboration, curriculum, business information system, classroom technologies, file and print services, voice over IP telephony, wireless, local area networks, campus wide area network and video services. The technologies include onsite, hybrid and cloud-based solutions. The team also works with external suppliers and researchers to transition to, implement and migrate IT as Service technologies.</p> <p>The primary purposes of this position are to:</p> <ol style="list-style-type: none"> <li>1. Ensure the College systems are well maintained and operating reliably, in accordance with relevant industry and College ICT guidelines, standards and policies.</li> <li>2. Participate as a collaborative and service-oriented member of the TSS Team, working to maintain and enhance the ICT operations of the College.</li> <li>3. Contribute to the consolidation of the College's 5 virtues (Felicity, Sincerity, Freedom, Verity and Justice) through role modelling.</li> </ol>	
<p><b>Duties and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Work as part of the team in maintaining the college ICT Infrastructure and services listed below. <ul style="list-style-type: none"> <li>• Communication infrastructure (routers, switch, WAPS, firewall, etc).</li> <li>• Windows Server 2016 and host running Hyper-V on MS cluster and HP SAN</li> <li>• Azure, Office 365 Suite</li> <li>• Veeam and other enterprise level backup</li> </ul> </li> <li>• Manage assigned Servicedesk tickets and provide general IT support to users across different software technologies, hardware repair and maintenance, that are being used by Loreto College, or as directed by the Manager - ICT Strategy, Services and Operations.</li> </ul>	

- Develop and maintain relevant procedures and standards ensuring that hardware and systems work as expected and maintain archives as needed. Such standards will be governed by relevant industry and College ICT guidelines, standards and policies.
- Develop and maintain the college infrastructure documentation and contribute in the creation of ICT procedures and policies.
- Perform annual user set up (laptops, ID cards etc). Additionally, set up, maintain and delete system user accounts as required.
- Participate in the TSS rostering system which can include occasional afterhours and weekend work.
- Perform other role relevant duties that may be assigned from time to time by the Head of ICT Strategy, Services and Operations.
- Adhere to industry relevant and College WH&S standards to ensure a safe working environment.

***Relationships:***

This position is a vital part of the overall administration of the College and provides essential services and support to the community in general. More specifically, it is part of the Technology Services & Support (TSS) Team which provides proactive, service-focussed support for all ICT matters (hardware and software) across the campus. This Team is led by the Head of ICT Strategy, Services and Operation appointed by the Principal.

The Team works closely with and provides back-up assistance to related aspects of the Library and Information Services. For this position to work effectively, close collaboration with and back-up support for other members of the Teams is essential.

***Delegations of Authority (financial and other):***

- N/A

***Accountability/Performance metrics:***

**Quantitative**

The appointed Head of ICT Strategy, Services and Operations will work with the Technical Support Officer – Infrastructure (TSO-I) to finalise agreed individual performance targets, which the Systems Administrator will be responsible for.

These targets cover such areas of:

- Effective provision of ICT support to users, efficient communication with suppliers.
- Require minimal supervision, display high level of initiative in providing resolution to challenges in a timely and practical manner.
- Work and support the team in providing efficient technical response, escalation, and resolution.
- Meeting of key deliverables and milestones, relevant to the role.

Specifically:

- Appointed tasks are done on timely manner and communicated properly to the client (users) and the team.
- Build the college infrastructure and policy documentation and knowledgebase.

**Qualitative/behavioural**

- Be part of the team that monitors and perform maintenance of the network and systems infrastructure to ensure that they are running optimally, stable and secure.
- Methodical & systematic approach to work that demonstrates a high level of attention to detail, and a focus on accuracy & presentation.

- Demonstrated focus on building strong client service by being proactive and responsive to meeting customer needs.
- Demonstrated drive for continual professional & personal development and the sustained application of learning.
- Maintaining high levels of professional & ethical behaviour and respect of fellow staff members, students, parents and other stakeholders.
- Maintaining confidentiality when dealing with sensitive matters.
- Maximising team performance by cultivating collaborative working relationships across the College.
- Proactive & results oriented attitude, focused on solutions rather than problems, taking responsibility rather than avoiding.
- Communicating in a transparent manner & encouraging the same in return.
- Demonstrated contribution to the College's 5 virtues (Felicity, Sincerity, Freedom, Verity and Justice) through role modelling.

***Competencies:***

The Technical Support Officer – Infrastructure will :

- Be able to provide an excellent level of client support through troubleshooting skills and patience, as well as working well under pressure.
- Use initiative in self-directed development and application of expert knowledge in the area of ICT.
- Display a breadth and depth of professional skills applicable to the functions of the position.
- Be able to exercise initiative in the application of professional practices.
- Can explain and demonstrate basic troubleshooting techniques and procedures to clients to assist in user skill development
- Have well-developed written, oral and interpersonal communication skills and be able to structure written communications, such as reports or documentation, to meet the needs and understanding of the intended audience, expressing information and key points clearly and concisely.
- In working with the team, the TSO-I should be able to or develop the knowledge and reasonable capability in doing the following.
  - Be able to monitor and maintain Microsoft networking server's services (on premise and cloud) including Active Directory, Windows Clustering, Windows Storage, SCVVM, Azure, Group Policy Management, DNS, Certificate Authority, SCCM and other relevant services.
  - Be able to demonstrate knowledge in the maintenance and troubleshooting of Microsoft Active Directory, Azure and high proficiency in popular office 365 apps like OneDrive, SharePoint, OneNote, Skype, Streams and others.
  - Be able to monitor and support Microsoft networking servers and services like MSSQL, Certificate Authority Service, DNS, DHCP, Hyper-V Virtualisation, Windows Clustering, Windows Storage and SCCM and SCVVM.
  - Be able to monitor and maintain efficient backup and recovery procedures with enterprise grade technologies (hardware and software) like Veeam and Commvault.
  - Be able to demonstrate a good understanding of networking principles (including vlan, sub netting, DMZ, routing protocol and principle, Firewall –Sophos XG, DNS, DHCP, and VPN technologies). This includes a deeper understanding in the inner workings of some technologies like Advanced Traffic Management, vlan tagging and configuration recovery from backup, and comfort with working from the switch command line.
  - Be highly skilled in the administration of windows operating systems, office 365, HP switches, Sophos XG, Fuji/Xerox Printers.

***Qualifications:***

- Significant experience in a similar position which indicates an expertise to fulfil the role.
- Tertiary qualifications or equivalent relevant experience to the position.

***Special requirements:***

The Technical Support Officer – Infrastructure must:

- Develop an understanding of the Catholic and Loreto ethos of the College
- Read, understand and apply the ideals of the *Loreto Schools of Australia Mission Statement* to all aspect of his/her work for the College
- Be prepared to be screened in accordance with the requirements of the *Commission for Children and Young People and Child Guardian Act 2000*