POSITION DESCRIPTION

Position: Network Administrator – L3	**Location:** Technology Services and Support (TSS) Team
Position status: Full-time – 2 year contract	
Reports to/supported by: Manager - ICT Strategy, Services and Operations Business Manager – Staffing and HR	Effective Date: June 2019 Prepared by: John Salceda and Noel Williams Approved by: Kim Wickham
Direct Reports: No other positions report to this position.	

Position purpose/summary:

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 on-prem, hybrid and cloud-based solutions. The team also works with external suppliers and researchers to transition to, implement and migrate IT as Service technologies.

The primary purposes of this position are to:
1. Manage, build and maintain Loreto College's network infrastructure, including but not limited to, switches, routers, access points, firewall, email and URL security solution, to ensure that LCC's core network services and systems infrastructure are running optimally, stably and securely. The school primarily work with Microsoft Solutions (Office 365, Azure), AWS, HP/Aruba technologies, Palo Alto and Sophos.
2. Participate as a collaborative and service-oriented member of the TSS Team, including acting as the 3rd level escalation point from other team member/s that require advanced technical assistance.
3. Contribute to consolidation of the College's 5 virtues (Felicity, Sincerity, Freedom, Verity and Justice) through role modelling.

Duties and responsibilities:
- Provide daily user support to students, staff and other stake holders as directed by Head of ICT.
- Effective use of networking and communication utilities for monitoring and troubleshooting.
- Manage, build and maintain Loreto College's network infrastructure, including but not limited to, switches, routers, access points, firewall, email and URL security solution.

- Provide intermediate technical support and maintenance on the following servers and technologies: Windows Active Directory and all systems and networking services both on-premises and cloud (Azure or other cloud services),
- Provide advanced configuration and maintenance of switches (VLAN, QOS, routing and other relevant services), routers, Access Points and security solutions (firewall and internet filtering –Palo Alto).
- Configure and provide user and technology support for the college phone and communication systems, including Teams.
- Provide Audio/Visual support to staff and students
- Maintain Network Storage accessibility and security
- Manage Annual user set up (laptops, ID cards etc)
- Participate in the TSS rostering system which can include afterhours, weekend and public holiday work.
- Other duties that may be assigned from time to time by the Head of ICT Strategy, Services and Operations, Deputy Principal or Director of Finance and Business Operations.

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 on 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.

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 Network Administrator to finalise agreed individual performance targets that the position is responsible for. These targets will cover such areas of:

- systems availability, performance, and utilisation,
- troubleshooting, issue management response, escalation, and resolution times, and
- meeting of key deliverables and milestones relevant to the role.

Specifically:

- Ensure infrastructure and systems are working efficiently with minimal un-scheduled downtime.
- Projects are developed and deployed internally with minimal external support from third party skill providers.
- Data are protected, secured and policies and followed and updated.
- Proactive maintenance are done to ensure systems are capable to handle current and short to mid-term requirements.
- That data and systems backup and recoveries are done on schedule with results documented and any fault and failure that prevented successful recovery and documented and fixed.

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 Network Administrator will:

- Be able to demonstrate a good understanding of networking principles (including vlan, sub-netting, DMZ, routing protocol and principle, Firewall –Palo Alto, Sophos XG, DNS, DHCP, and VPN technologies). Additionally, have a deeper understanding of the inner workings of some technologies like Advanced Traffic Management, QoS, vlan tagging and configuration recovery from backup and must be comfortable working from the switch command line.
- Be able to use different network monitoring and troubleshooting tools like wireshark, Aruba / HP / Cisco tools and open source networking apps.
- Be able to design and maintain network and systems security and management using Palo Alto (or other enterprise grade firewall).
- Be able to create and maintain network infrastructure and system documentations.
- Be able to monitor and maintain Microsoft networking server's services (on premise and cloud) including Active Directory, Windows Clustering, Windows Storage, Azure, Group Policy Management, DNS, Certificate Authority, SCCM and other relevant services. Additionally, demonstrates knowledge in the maintenance and troubleshooting of Microsoft Active Directory, Azure and high proficiency in popular office 365 apps like OneDrive, SharePoint, OneNote, Teams and others.
- Be able to configure and support Microsoft networking servers and services like MSSQL, Certificate Authority Service, DNS, DHCP, Hyper-V Virtualisation, Windows Clustering, Windows Storage and SCCM
- 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.
- 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.

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

Special requirements:

The Network Administrator 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*