

NAMBOUR CHRISTIAN COLLEGE

POSITION DESCRIPTION

Systems Administrator

Position Purpose	In support of the mission and vision of NCC the role of Systems Administrator is to ensure the reliable, secure, and efficient operation of IT infrastructure and systems across the NCC Education Group Ltd. This position contributes to the technological health of the organization by managing servers, networks, and software applications, resolving technical issues, and supporting internal and external stakeholders with a commitment to integrity, service, and continuous improvement.
Qualifications & Experience	A formal qualification is desired, but not essential. Staff are encouraged to hold a formal qualification and to advance their skills and knowledge base. Working knowledge of programming languages, Powershell, SQL, VB & C#.Net, MS Server infrastructure, HP / Aruba / Meraki and/or a demonstrated ability to learn. A current Paid Working with Children Check (Blue Card) Five years in a similar role or a demonstrated experience in a senior position.
Accountability	Head of IT and ultimately the Executive Principal.
Key Relationships	All students and staff of the College
Personal Requirements	These are generally personal in nature and reflect the desired attributes of staff. • Have a personal faith and commitment to Jesus Christ • Demonstrate an ability to translate faith into practice • Proactively contribute to the delivery of the Mission of NCC • Demonstrate, establish and maintain appropriate professional boundaries with students. • Actively support and always act in a manner consistent with the College ethos and Staff Code of Conduct • Act with integrity, loyalty, honesty and accept authority • Act with tolerance and compassion • Demonstrate an ability to forgive and accept forgiveness • Demonstrate an acceptance of other people • Exhibit self-discipline • Demonstrate a willingness to learn and engage in professional development • Maintain confidentiality. • Be well-informed in relation to responsibilities under the Privacy Act. • Be well-informed in relation to responsibilities under the Commission for Children and Young People Act 2000 and revisions 2004.

- Be aware and supportive of College Workplace Health & Safety requirements. Carry out work practices in accordance with current Workplace Health and Safety standards, including emergency procedures.

Professional Competencies

The following professional competencies are essential to this position:

- Highly organized and an ability to effectively prioritize and manage multiple competing deadlines with a self-directed schedule of priorities; have a systematic approach to work; and strong attention to detail
- Ability to work effectively in a team and collaborate with colleagues from different departments
- Proven ability to build and maintain effective relationships with parents, staff, external agencies, and regulatory bodies
- Be efficient and accurate with data entry, record keeping and file management
- Capability to adapt to changing situations and maintain composure in a dynamic environment
- Possess strong communication skills with the ability to communicate professionally with staff, parents and students in both written and oral form, and make timely informed decisions based on the available information and considering the impact to the organization
- Demonstrate a level of commitment to maintain personal professional knowledge and skills
- Demonstrate confidentiality and discretion in relation to sensitive information regarding students, parents and/or staff
- Strong ability to adapt and demonstrate resilience, by remaining calm under pressure, adapting to changing priorities and unexpected disruption while maintaining composure in challenging situations

Key Responsibilities

The responsibilities for this position are detailed under broad headings. From time-to-time other duties may be deemed necessary and these will be determined in conjunction with the accountable person/s. Attention is to be given to maintaining the priority of the duties listed below.

Key Objectives

- Primarily providing support, implementation and maintenance of Nambour Christian College's Server, Software Deployment and Network Infrastructure
- Assisting with the design, development and budgeting of IT infrastructure, systems and services for the wider NCC Education Group
- Working with the Head of IT to develop and improve the services that IT offers; including developing process, policy, documentation and streamlining service offerings
- Creating, updating and maintaining cohesive documentation on all systems to ensure all aspects of IT are recorded and knowledge is retained
- Providing maintenance, support and change management to projects, systems and services
- Providing escalated technical assistance to the rest of the IT team for Level 3 support



- Performing troubleshooting of system failures and identify bottlenecks to ensure long term efficiency and security of the network
- Testing and configuring software
- Maintaining and repairing hardware and peripheral devices
- Organising and scheduling upgrades and maintenance (in conjunction with Head of IT)
- Conducting regular data backups to protect the organisation's information and ensure backups are working and can be restored
- Collaborating and providing technical direction to co-workers on computer and network usage and offer comprehensive advice and instructions
- In conjunction with our current security provider (Arctic Wolf) ensuring as a group we follow best practice guidelines from their directions for ensuring the security risks of the college are mitigated; including regular audits and patching of clients, servers and infrastructure.
- Participating, where required, in in-service training to ensure skills are kept up to date and in line with services offered on the computer network
- Recognising that this position covers the NCC Education Group, including required support for Gulf Christian College and NCC Early Learners; acknowledging that there is multi day travel required with this role to provide support at these remote campuses

Maintain server infrastructure

- Microsoft Active Directory – Plus all associated services including but not limited to...
 - Group Policy
 - DHCP/DNS
 - Radius
 - Print Management
 - IIS
- WSUS/Windows Update for Business
- File and Storage Services and Servers
- Remote Access/VPN Services
- Microsoft SQL Server
- Hyper-V Clustering
- Microsoft System Centre (SCCM)
- Backups (Veeam)
- Phone System (GoTo)
- Security Camera and Audio Infrastructure (Axis)
- Security Systems management and maintenance (Inner Range)
- Maintain physical hardware systems
- Systems and infrastructure patching including ensuring individual clients are up to date and secure

Maintain Microsoft 365 environment

- Azure Active Directory and links to on prem Active Directory
- Azure web publishing
- Intune MDM Management for iPad Fleet

Maintain physical network

- HPE / Aruba / Cisco Meraki network switching

- Physical networking including patching and fiber support
- Cisco Meraki APs
- FortiGate and Meraki firewall systems
- Vlan Management

Data manipulation (using SQL Queries, spreadsheets & programming/scripting)

- Automation/ scripting as required for student & parent accounts, group management, etc.

Support campus specific software including:

- TASS
- Canvas
- SharePoint
- OneNote & OneDrive in classroom context
- Filebound
- Micropay/Connx
- Linewize

Custom programming as required

Account management

End user and helpdesk support, including Level 3 escalated support requests

Hardware support

Security monitoring & event mitigation

Remuneration

In accordance with levels set out in the NCC Enterprise Agreement

Reference Documents

NCC Child Protection Policy
 NCC Staff Code of Conduct
 NCC Enterprise Agreement
 NCC Staff Dress Code Policy
 NCC Workplace Health and Safety Policy

Hours of Work

As per Employment Contract