

Role Description

DIOCESE
OF
BALLARAT
CATHOLIC
EDUCATION
LIMITED



CATHOLIC EDUCATION BALLARAT

POSITION TITLE:	ICT Support Officer/System Administrator
TEAM LEADER:	Manager: IT and Business Systems
TEAM:	IT and Business Systems
DATE:	July 2022

Organisational Tradition and Context

Diocese of Ballarat Catholic Education Limited (DOBCEL) is a company limited by guarantee, created to govern 58 schools located across Western Victoria. DOBCEL and its administrative arm, Catholic Education Ballarat (CEB) work together to support the leadership of all Catholic Primary and Secondary schools, to promote Catholic identity, to deliver quality learning, provide effective stewardship and nurture respectful and trusting relationships with the community.

The Executive Director of Catholic Education Ballarat acts with a delegation from the Bishop of Ballarat to organise, administer, support and service all matters related to DOBCEL Schools and Catholic Education Ballarat.

Our Vision

As partners in Catholic education and open to God's presence, we pursue fullness of life for all.

Our Mission

We journey towards this vision through:

- proclaiming and witnessing the Good News of Jesus Christ;
- ensuring quality learning that promotes excellence and fosters the authentic human development of all;
- living justly in the world, in relationship with each other and in harmony with God's creation;
- exploring, deepening and expressing our Catholic identity in diverse ways;
- enabling each one of us to reflect more fully in the image of God.

Role Purpose

The purpose of this role is to ensure effective operations of ICT infrastructure in both office and school environments. This role maintains key systems, applications management of office resources and provides solutions to issues as they arise.

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Key Responsibilities

It is not the intention of this role description to limit the scope or accountabilities of the position but to highlight the most important aspects. The accountabilities described may be periodically altered in accordance with changing organisational needs.

This role will:

- provide quality and reliable high-level support to CEB staff across a wide variety of devices and systems;
- provide quality and reliable high-level support to schools, including the development of complex solutions, as needed;
- manage key systems, including CEVN, CEB internal/external, student referral, professional learning and registrations databases, Google Drive, 0365, and CEB SIMON administration;
- provide complex, specialised support and maintenance of sophisticated equipment and systems, including backup solutions, file/print and mail services, as well as virtual environments and deployments to both offices and schools;
- manage the deployment of a large number of device purchases, including the analysis of data and making recommendations, as required;
- manage the mobile phone fleet, including negotiation with telco providers, analysis of solution proposals, and making recommendations to the leadership team;
- provide high level technical advice to schools on hardware/software solutions, including contacts, quote analysis and recommendations;
- provide ICT administration to the CEB office which includes the handling of sensitive information, and high-level access to and responsibility for critical systems;
- ensure the ongoing function, maintenance and uptime of critical systems and infrastructure as per the Business Continuity Plan for CEB;
- keep abreast of current technology developments and fields to provide effective training support to CEB staff and schools;
- work with the ICT team and relevant committees to plan and implement the ICT Strategic Plan;
- ensure effective use of SIMON product as the CEB office SIMON administrator;
- work independently and prioritise tasks to ensure effective time management;
- undertake other duties, as required.

Skills, Capabilities and Key Selection Criteria

To be successful in this role the employee needs to have the following skills and capabilities:

- experience in small to medium-sized networks; with ability to work in larger scale enterprise networks
- proficiency in
 - Windows & MacOS operating systems
 - Cloud-Delivered Services and Hybrid Systems
 - Windows server and Active Directory
 - iOS Mobile and Android Operating Systems and related applications
 - Google and Microsoft focused ecosystems
- Experience with management and deployment platforms for MacOS and Windows systems
- Competency in remote and onsite support modalities
- demonstrated initiative and well-developed problem-solving skills;
- experience in management of database systems;
- well-developed interpersonal skills, both written and verbal.
- Expressed and clear understanding of modern IP networks with key focuses on SD WAN, best practice LAN structure and topologies
- Collaborative solution design with a strong emphasis on holistic ICT best practice

Essential Requirements

The following are requirements for this position:

- a commitment to work within and align to the DOBCEL Vision and Mission;
- relevant qualifications and experience in Information Technology;
- current Victorian or National Police Check;
- current Working with Children Check (if not VIT registered);
- current Victorian Driver's Licence.

Responsibilities of all Catholic Education Ballarat Employees

Safeguarding of Children and Young People

All DOBCEL employees must:

- conduct themselves in accordance with the DOBCEL Safeguarding Children and Young People Code of Conduct and the CECV Commitment to Child Safety;
- take all appropriate action to reasonably protect children and young people, including being aware of all mandatory reporting obligations.

Health and Safety

DOBCEL is committed to providing a work environment that is safe and free of risks to health.

To achieve this all employees must:

- take reasonable care for their own health and safety and the safety of others;
- provide all relevant information regarding any medical condition that may require Emergency Services to be called; or that could impact on their ability to perform their duties;
- not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace;
- report all hazards and incidents as required.

Partnering and Communication

All employees have a responsibility to demonstrate positive and effective communication.

To achieve this all employees must:

- promote a culture of partnering and collaboration;
- ensure appropriate and professional language is demonstrated in every interaction;
- provide timely support to maintain teamwork;
- maintain effective and professional relationships with all internal and external stakeholders.

Performance and Professional Development

All employees have a responsibility to undertake continuous professional development.

To achieve this all employees must:

- participate in regular team meetings as required;
- develop individual action and development plans, aligned to organisational and role priorities;
- participate in performance review processes as required;
- complete all mandatory training required as an employee of DOBCEL;
- comply with all expected professional expectations and codes of conduct as outlined by DOBCEL or the relevant regulatory and professional body;
- continuously update knowledge appropriate to the role.

Policy

- All employees are expected to comply with and demonstrate a positive commitment toward upholding all DOBCEL policies, procedures, and work instructions.