Role Description

POSITION TITLE: ICT System Administrator

TEAM LEADER: Manager: IT and Business Systems

TEAM: Business Services / ICT – CEB & Schools

CLASSIFICATION: CEO Administration 4-2

DATE: January 2025

Organisational Tradition and Context

Diocese of Ballarat Catholic Education Limited (DOBCEL) is the governing authority for 57 DOBCEL Primary and Secondary schools and provides support to a further 6 Diocesan Secondary Colleges across Western Victoria from the Murray to the sea.

At the heart of Catholic Education in the Diocese of Ballarat our focus is on educating the whole person and the fullness of life for all. All positions at DOBCEL have the opportunity for a meaningful career, contributing positively to school communities and the lives of our future generations.

Catholic Education Ballarat (CEB) is committed to the safety, wellbeing and protection of all children and young people in its care. DOBCEL is an equal opportunity employer. We value a diverse and inclusive workplace representative of the wider communities in which we operate.

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 oversee the operations, development, and functionality of DOBCEL's office and school-based ICT infrastructure, focusing on security, collaboration, and network systems.

Additionally, the position will be responsible for the operational support of these systems and their integration with third-party services.

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.

The key responsibilities of the role are-:

– Provide high-quality, reliable third-level support to DOBCEL staff and schools across diverse devices, systems, and locations.

– Collaborate with school staff to design advanced ICT solutions and assist with remote and onsite troubleshooting.

– Administer, manage, and update essential information systems, including Microsoft and Google Cloud services, hosted applications, and internal business tools.

– Deliver comprehensive support for onsite hardware at DOBCEL Offices, Data Centres and Diocesan schools covering servers, networks, wireless systems, CCTV, and firewall/routing systems.

– Assist with ICT equipment procurement for offices and schools, offering best-fit hardware recommendations as needed.

– Monitor and manage ICT security and cyber safety platforms and services.

– Provide ICT administration for the CEB office, handling sensitive data and managing critical systems to ensure operational continuity.

– Maintain functionality and uptime of key systems and infrastructure in alignment with the Business Continuity Plan for CEB.

– Stay informed on technology advancements to provide effective training and support for CEB staff and schools.

– Collaborate with the ICT & Cybersecurity Manager and senior ICT team members on solution design, troubleshooting, and developing new ICT operational systems.

– Partner with SIMON Schools and support teams to ensure collaborative and efficient support of the SIMON LMS for CEB Office and DOBCEL Schools.

– Work independently, prioritize tasks effectively, and triage support requests to ensure timely and efficient resolution of tickets.

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

– Demonstrated Industry experience in ICT Systems Administration roles (3-5 years)

– Strong working knowledge of Microsoft, Apple and Linux Server and endpoint systems

– Advanced troubleshooting abilities across ICT infrastructure, LAN/WAN, Cloud (M365, Google) and Private Cloud systems

– Experience in administration of Microsoft-focused backend systems (Active Directory, Azure AD, Microsoft 365 and 3rd Party Integrations

– Strong understanding of many stateful firewall/UTM systems (Fortinet, SOPHOS, Palo Alto, CISCO etc)

– Robust TCP/IP networking skills and troubleshooting abilities.

- Comprehensive solution design and systems integration abilities with visibility across systems to ensure smooth and seamless ICT system upgrades and refits

- Drive and focus on further education and aspirations for industry certification

- Excellent interpersonal and communication skills and outcome-focused approach to incident resolution

- Motivated to explore new technologies and conduct proof-of-concept projects with stakeholders on potential systems for use within CEB and schools.

- Ability to interpret, react and respond to multiple event-driven Cyber Security alert and response systems, Infrastructure management and monitoring as well as network (LAN/WAN) telemetry

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;
    - Diploma or Bachelor OR Demonstrated industry experience
    - Industry / Vendor Certifications Preferred

- Minimum 3-5 years of experience in a System Administrator or Senior Technical Support Role

- must hold, or be prepared to undergo Victorian or National Police Check;

- must hold, or be prepared to undergo an employee Working with Children Check (if not VIT registered

- current Victorian Driver's Licence

- ability and willingness to travel for multiple nights consecutive nights as required

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.