

Role Description

DIOCESE
OF
BALLARAT
CATHOLIC
EDUCATION
LIMITED



CATHOLIC EDUCATION BALLARAT

POSITION TITLE:	ICT Support Specialist
TEAM LEADER:	Manager: IT and Business Systems
TEAM:	IT and Business Systems
DATE:	April 2023

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 DOBCEL staff and Schools across a wide variety of devices, systems, and geographical locations.
- Engage with School staff on high-level ICT solution design and assistance with troubleshooting issues both remotely and onsite.
- Administer and manage key information systems Including both Microsoft and Google Cloud offerings, hosted application platforms, internal business tools and applications.
- Provide holistic and detailed support of onsite hardware for both DOBCEL service centres and Schools including but not limited to server, network, wireless, CCTV and firewall/routing systems.
- Support purchases of ICT equipment for CEB and schools and provide advice and consultation to schools around best-fit hardware, as required.
- manage the mobile phone fleet, including negotiation with telco providers, analysis of solution proposals, and making recommendations to the leadership team.
- provide ICT administration to the CEB office which includes the handling of sensitive information, and high-level access to critical systems ensuring operational availability.
- 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 Plans.
- Work with SIMON Schools and their support team for effective and collaborative support of the SIMON LMS for CEB Office and DOBCEL Schools
- Have ability to work independently, prioritise and effectively triage tasks to ensure timely and efficient resolution of support tickets.
- 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 designing, building, and troubleshooting network topologies and protocols;
- proficiency in:
 - Desktop applications including Office 365 and MS office suites, Google Workspaces and Google Application suites, Various VoIP and online meeting systems and strong working knowledge of online-file systems (OneDrive, SharePoint, Teams, Google Drive);
 - Windows Server and subsystems. Including DNS, DHCP, File and Print as well as working knowledge of clustered, virtualised server systems;
 - iOS Mobile and Android Operating Systems and related applications;
 - management and maintenance of WAN & Remote Access technologies;
- demonstrated initiative and well-developed problem-solving skills across a wide range of applications and services;
- experience in cloud delivered services such as Azure SSO;
- working knowledge of various Firewall systems including SOPHOS, Fortinet & Cisco;
- working knowledge on Wired and Wireless fabrics, agnostic of vendor with a strong focus on troubleshooting;
- well-developed interpersonal skills, both written and verbal.

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;
 - Industry certifications preferred;
- experience with both MAC and PC platforms;
- 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.