

ICT Systems Administrator & Team Leader

ROLE DESCRIPTION

ROLE TITLE:	ICT Systems Administrator & Team Leader
CLASSIFICATION:	ESO Grade 5
TENURE:	Permanent
COMMENCEMENT:	As soon as possible
HOURS OF WORK:	Full time – 37.5 hours per week – 48 weeks per year 5 days per week – 8.00 am – 4.15 pm
ADDITIONAL:	Some work will be required out of hours
RESPONSIBLE TO:	ICT Manager
KEY RELATIONSHIPS:	Internal: ICT Manager, Business Manager, Other Staff & Students External: Suppliers, College families and visitors
LOCATION:	Based at the Secondary Campus, Henley Beach but may require work to be undertaken at the Primary Campus, Beverley

PURPOSE AND ROLE ACCOUNTABILITY

St Michael's College is a member of the global Lasallian family. We are committed to create a welcoming, inclusive Lasallian community, aligned with strategic commitment to optimise student experiences and outcomes.

Our commitment is to provide opportunities that will prepare students to be compassionate and enthusiastic participants in society who prioritise service to others, especially the marginalised and those in need. Guided by Lasallian teachings, enriched by contemporary educational theory and practices, students, staff and families are empowered to flourish and find success.

This role assists the ICT Manager to ensure the proficient running of the College's ICT facilities including supervision of staff, security, reliability and smooth running of the College's ICT network. Providing maintenance of computers, laptops and infrastructure to enable classes and students to undertake work with minimal disruption. The data mining aspect of this role uses software to identify patterns for the College to improve the value of education for students and use the information to respond to

students' learning needs. A strong focus on Cyber Security is an important part of this, and all roles, in the IT Support department.

This Position Information Description (PID) may be reviewed and reconfigured if needed as the role evolves.

DUTIES:

General Responsibilities:

- Provide support to staff and students in their use of ICT
- Perform preventative maintenance on College IT equipment
- Monitor usage of system resources and report to the ICT Manager
- Maintain security of IT systems and assets
- Perform repairs to College IT equipment and warranty/non-warranty repairs of College IT equipment
- Configure and troubleshoot College issued laptops
- Limited configuration and troubleshooting of authorized student and staff owned laptops
- Image and maintenance of desktop machines
- Maintain system documentation, including adding the content to our internal documentation systems
- Assist in the maintenance of the internal telephone system (3CX)
- Create and delete user accounts, as required
- Provide support of the A/V systems
- Attend and contribute at IT meetings
- Under guidance of ICT Manager, reallocate tasks according to priorities
- Provide technical assistance to maintain the College CCTV Systems
- Oversee the use, and provide guidance for, the use of Jamf Pro to manage iPad fleet

Network:

- Installation / replacement of network equipment
- Faults diagnosis / isolation when network faults occur
- Assist with laptop wireless network connection issues for staff and students
- Server management under guidance of the ICT Manager

Support Role:

- Knowledge of Microsoft Products. Including Word, Publisher, Excel, Power Point, and other programs
- Knowledge of Microsoft Windows, includes both desktop and server operating systems
- Knowledge of Microsoft 365 Systems, including AzureAD, OneDrive, Teams, Exchange
- Support staff and students in file management
- Provide assistance to teachers and individual students when requested
- Assist in use of other electronic media including equipment set up
- Provide consistent public support both within and outside of the College for school-wide policy initiatives and strategic plans
- Communicate effectively with staff to assist them in supporting the students' development and wellbeing
- Maintain a professional standard of dress in accordance with the College's Staff Dress Guidelines
- Other tasks as directed by the ICT Manager

Data Mining/Analytics:

- Extracting, joining and analysing data from various College Database Systems to generate required data outputs
- Ensuring data maintained in various College Database Systems continues to operate in a format that makes it possible to be easily extracted and analysed
- Where new systems are to be installed, provide guidance to the ICT Manager to ensure data integrity with existing systems will be maintained
- Provide data to help enhance the learning, and other, experiences at the College, using available internal data sources

Staff Supervision:

- Provide direction and support to other ICT team members, relating to technical duties
- Refer any issues that affect the ICT Support Team to the ICT Manager
- Hold team meeting and performance reviews

ROLE PERSONAL SPECIFICATIONS

- High levels of attention to detail
- Commitment to continuous improvement and learning to remain current with relevant knowledge in area of speciality
- Willingness to positively participate in required training, professional development, contemporary research and professional reviews
- Conscientious, reliable and values-driven
- Customer-focused attitude to staff, students and the wider community
- Approachable, team player
- Excellent organisational and time management skills
- Ability to foresee potential problems and develop contingency plans
- Multi-tasking and flexibility
- Ability to shift priorities in order to respond to changing requirements
- High levels of attention to detail
- Technically savvy
- A commitment to uphold and contribute to the ethos of St Michael's College

QUALIFICATIONS AND EXPERIENCE

Essential:

- 3 years experience managing Windows Server Operating Systems
- 3 years experience managing Veeam Backup Solutions
- 3 years experience managing Network Infrastructure (preference to HPE/Aruba/Palo Alto technology)
- 3 years experience managing MS Office 365 Administration/Configuration

Desirable:

- Experience with MS SQL Database technologies
- Experience with MS Power BI
- Experience with Microsoft Intune/Autopilot deployment systems

- Experience with Private/Public Cloud Solutions (i.e. VCloud Director)
- Experience with Cyber Security related requirements, both internally and externally to the network

CERTIFICATIONS

- Current Driver's Licence
- Applicable First Aid Certificate relevant to the role requirements
- Current and acceptable Working with Children Clearance and screening to work in Catholic Education SA
- Current valid Responding to Risks of Harm, Abuse and Neglect – Education and Care certificate

WORK PLACE HEALTH & SAFETY

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012. As a Worker, while at work you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers
(Reference: Division 4, Section 28 – SA WHS Act 2012)

PROFESSIONAL EXPECTATIONS

- Adherence at all times to the St Michael's College Code of Conduct [CodeofConduct_SACCS_May2020.pdf](#). This Code applies to the standard for appropriate ethical and professional behaviour
- Demonstrate understanding and implementation of the Mission and Vision of St Michael's College as a Catholic school in the Lasallian tradition
- Enhance the College's relationship with external stakeholders through positive interactions and communication
- Maintain professional and courteous relationships with internal and external providers and clients
- Demonstrate the values of the College through personal behaviour
- Demonstrate safe behaviour at all times
- Comply with the College's standards and procedures in child safeguarding and WHS
- Reporting of all WHS hazards and incidents

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes

Position Description Review: November 2025