

Position Description: ICT Network Administrator

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| Title | ICT Network Administrator | | |
| School | National IT Engineering Team | Location | Paddington, Brisbane |
| Annual Salary | \$73,743 - \$89,783 (above Modern Award) | Classification | School Administration Services Grade 5 |
| Status & employment type | Full Time Fixed Term | Job duration | End date 31 December 2022 |
| Reports to | ICT Services Manager | Delegations | Nil |
| Commencement date | January 2022 | | |
| Agreement | <i>Educational Services (Schools) General Staff Award 2020</i> | | |
| Contact details | Stephanie Bouzige, 0459 950 382 Wollemi.recruitment@ereafsn.edu.au | | |
| Mandatory qualifications, conditions, requirements | <ul style="list-style-type: none"> Formal qualifications at degree level and/or extensive ICT industry certifications are required by the employer to reflect higher levels of professional outcomes. Cisco CCNA certifications and/or significant prior experience with Cisco and/or Meraki network hardware. Blue Card (Working with Children Check) or ability to obtain one prior to commencement as per No Card No Start legislation Relevant industry experience in supporting ICT infrastructure in a multi-site organisation. Advanced computer literacy, high level of oral and written communication skills and effective negotiation skills. Travel is a requirement of this position. Therefore, it is essential that the applicant hold a current 'C' drivers licence and has the ability to travel to school locations with short notice. | | |
| Role specific/technical skills (non mandatory) | <ul style="list-style-type: none"> Willingness to undertake additional professional development Provision of effective remote support | | |

Edmund Rice Education Australia (EREA) is a child safe organisation committed to the protection of children and has a zero tolerance of abuse of children. ICT Services Team being a subsidiary of EREA is also committed to ensuring the safety, wellbeing and dignity of all children and young people therefore, all applicants will be subject to EREA and legislative screening procedures. These checks are consistent with EREA's commitment to child safeguarding policies and procedures. This includes complying with our Child Safeguarding policy and code of conduct.

EREA is an equal opportunity employer that promotes the safety and wellbeing of Aboriginal and Torres Strait Islander children and encourages applications from Aboriginal and Torres Strait Islander people.

Who are we?

The Edmund Rice Education Australia Flexible Schools Networks (EREAFSN) is a network of coeducational Catholic schools in the Edmund Rice tradition that offers a full time and multi-year secondary education and social inclusion program for young people who have disengaged from mainstream structures. The EREAFSN Information Communications and Technology (ICT) Services team is responsible for the provision of ICT support, the ongoing management and development of information technology used by EREAFSN across Australia.

Further information can be found at www.ereafsn.edu.au or www.erea.edu.au.

Principles of Operation (Respect, Participation, Safe and Legal, Honesty)

The four principles of operation that all Flexible Learning Centres operate under are Respect, Participation, Safe and Legal and Honesty. This way of being is a significant point of difference from mainstream schooling. The principles provide boundaries to a "common ground" among staff, young people and families. They support people within the school community to resolve conflict, negotiate learning, and recognise rights and responsibilities. Respect, Participation, Safe and Legal and Honesty are modelled and explored both within the group and individually. A primary responsibility for this role is to maintain fidelity to Operation by Principles.

What is the role?

The ICT Network Administrator will, install, configure, troubleshoot and maintain the Cisco Small Business and Meraki networking infrastructure used at Flexible Learning Centres and Network teams across Australia. The position will work closely with a small ICT engineering team and requires the application of specialised networking technical knowledge and ability to work under broad or limited guidance depending on the task. The position is also part of a larger ICT Services team which includes the provision of client support and will be an escalation contact for the support team. The position involves working casually with children and young people and therefore must be able to demonstrate an understanding of appropriate child safeguarding behaviours when engaging with children. All young people are owed a duty of care while in the supervision of the position.

Key responsibilities

The key responsibilities of this position are intended to describe the general nature and responsibility of work in this position. They are not to be construed as an exhaustive list of all responsibilities and skills required of the position. Employees will also be required to follow any other position related tasks, duties and instructions, EREA policies, and to perform other position related duties required to support the networks compliance with its legislative obligations. Through consultation with the employee, the ICT Services Manager or their delegate may vary the responsibilities of the position temporarily as required, but within the skills and responsibility levels appropriate to the position.

Professional Knowledge

- Advanced level of computer literacy and knowledge of organisational ICT equipment and software
- Operating knowledge of Cisco security services including VPN, firewall rules and network access services.
- A high level of knowledge in networking functions involving significant scope, complexity and professional functions with the ability for self-directed application and initiative in the development and application
- Ability to show significant discretion and independent judgement within constraints set by management
- Knowledge of writing appropriate ICT procedural documentation that is appropriate to the end user
- Experience using a support ticket management platform with an understanding of ITIL processes.
- General knowledge and understanding of child safeguarding requirements and obligations that cover legal and policy requirements in an educational setting or similar

Professional Practice

- Support the networking Senior System Engineer in the management of national network hardware, authentication systems and configuration
- Support the implementation of EREA's Cyber Security Policy including the Essential Eight framework
- Monitoring of ICT hardware in a nationally distributed environment
- Application of strong and effective organisational and time management skills including attention to detail and accuracy
- Investigate, analyse and troubleshoot malfunctioning systems
- Provision of on-site and remote installation, configuration and support in relation to EREAFSN national ICT network infrastructure and projects – primarily of switch, firewall, router, wireless and security infrastructure.
- Provision of support to school and network staff through the escalation of IT support tickets or by direction from the ICT Services Manager
- Application of professional skills in relation to network infrastructure administration functions in both varied and highly specific contexts
- Undertake all administrative responsibilities including documentation, reporting and logs as required
- Coordinate and implement initiatives and processes that assist colleagues to broaden their range of IT knowledge that is focussed on increasing staff skills in using current software products and systems
- Develop, prepare, and maintain technical, design, operational and procedural documentation appropriate to the end user and the ability to update documentation and ICT knowledge base as required.

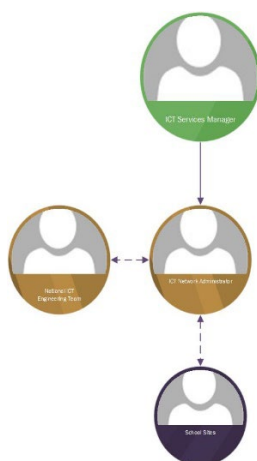
Professional Engagement

- Commitment to work under the four principles of operation, Respect, Safe and Legal, Honesty and Participation
- Excellent written and verbal communication skills, strong customer focus and the ability to collaborate with others
- Communicate effectively and display interpersonal skills that demonstrate an ability to establish and maintain effective working relationships with site staff that have varied ICT abilities, knowledge and needs.
- Work collaboratively as part of a team to ensure a safe, conducive work environment while maintaining a professional disposition at all times.

- Develop and maintain effective relationships with third party contractors and suppliers
- Ability to build and develop positive working relationships with a range of staff in varied locations and with varied ICT abilities and needs.
- Provide technical mentoring and daily support to other ICT staff as required
- Ability to articulate and share expertise knowledge to other members of the ICT national engineering team
- Under limited supervision and broad guidance demonstrate initiative to complete, prioritise and progress work tasks within set deadlines
- Consult with staff to understand and meet the needs of the school to resolve problems

Working Relationships

The ICT Network Administrator reports directly to the ICT Services Manager and has no direct line supervision responsibilities for any staff. The position forms part of the National ICT Services team and works collaboratively with all staff at the schools.



Conditions and benefits of the role

The organisation provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the school will include work life balance with competitive salary and benefits (including salary sacrificing opportunities, including up to 12.75% superannuation contributions by your employer), career progression opportunities and the chance to make a difference to vulnerable young people.

The school is committed to building an inclusive culture that respects and promotes human rights and diversity (<https://www.erea.edu.au/commitment-statement-to-child-safety/>). We respectfully journey together to aspire to be a culturally capable organisation and are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applications representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

Interested in applying?

To be considered for this role you need to submit the following to <https://wollemi-external.applynow.net.au/jobs/WFS24>:

- Cover letter - that outlines why you are the best applicant for the position taking into consideration the three key responsibility areas of Professional Knowledge, Professional Practice and Professional Engagement (max two pages)
- Current resume including two referees (one current employer)
- Copies of qualifications (if hold)
 - Certificate/Diploma level qualifications
 - Undergraduate degree/s
 - Industry certifications
 - Blue card (working with children check) (if current have one)
 - First Aid Certificate
 - Drivers licence

The panel understand if you wish to be notified prior to us contacting referees, in particular your current employer. All applications will be subject to EREA screening.