JOB DESCRIPTION

Job Title:	**ICT Systems Administrator**
Reports To:	**ICT Manager**
Direct Reports:	**N/A**
Section of School:	Education Services
Liaises with:	Whole School Community

St Stephen's School Vision:	St Stephen's School is a Uniting Church School that is Christ centred, student focused and community based
St Stephen's School Values:	The way that we go about our business at St Stephen's is underpinned by five core values. All students, staff and Council members are expected to embrace these values as they undertake their various roles. • Faith • Learning • Care • Service • Community
Position Summary	The ICT Systems Administrator will collaborate with the ICT Department to provide administration and support for St Stephen's School IT systems, including virtualized network infrastructure, server storage, and business information systems. You should continuously identify, develop, and improve IT business and information systems to enhance school operation and recommend, implement, and maintain IT solutions that align with the School's goals and objectives.
Key Responsibilities and Tasks	**System Management & Maintenance:** • Monitor, manage, maintain, and continually improve the School's ICT systems, including hardware, software, and networks at both physical and logical levels in consultation with the *Network Administrator* and the *Systems Admistrator & Application Support Specialist*. • Perform system, hardware, and patching upgrades with robust testing, rollback procedures, and documentation. • Ensure optimal system performance, security, and availability through regular system checks and performance tuning. **Application & Technical Support:** • Provide advanced technical support and troubleshooting for school-wide information and business systems, including Office 365, SharePoint, and other educational tools. • Assist with escalated requests from the helpdesk, particularly those requiring deeper technical knowledge or administrative access.

Data Security & Integrity:

- Ensure the confidentiality, integrity, and availability of data across all systems and levels of the School's IT infrastructure.
- Regularly conduct risk, capacity, disaster recovery, security, and access reviews for the network and systems, providing actionable insights and recommendations to the ICT Manager.

Identity & Access Management:

- Support and manage Identity and Access Management systems, ensuring the secure provisioning of user access and appropriate permissions across platforms.

Business Process Improvement:

- Evaluate inefficiencies in systems and processes, recommending and implementing improvements to streamline operations and optimize system functionality.
- Collaborate with staff to support the integration of digital tools and technologies into teaching and learning activities.

Project Management:

- Manage ICT projects, ensuring they are delivered on time, within scope, and aligned with school priorities.
- Coordinate with stakeholders to ensure objectives are clearly defined and achieved.

Security & Compliance:

- Proactively identify and report potential breaches in security, privacy, or system failures, and take prompt corrective action.
- Conduct regular vulnerability scanning and ensure timely remediation to mitigate potential risks.
- Maintain compliance with the School's IT security, privacy, and disaster recovery policies, ensuring all data and systems are protected.

Customer Service & Support:

- Maintain a high standard of customer service by responding promptly and efficiently to user requests and providing clear communication.
- Serve as a proactive and positive member of the ICT Services team, contributing to a culture of continuous improvement.

General Responsibilites:

- Adhere to the School's Work Health and Safety (WHS) guidelines and ensure ICT operations comply with all relevant school policies.
- Act as a professional representative and ambassador of the School at all times.

St Stephen's School
SERVE GOD SERVE ONE ANOTHER

Key Performance Indicators:	**System Availability & Security:** • Timely resolution of system outages, security breaches, and other critical issues. • Conduct monthly vulnerability scans and ensure identified vulnerabilities are remediated within a defined timeframe (within 30 days for critical vulnerabilities). • Proactive maintenance and patching of systems to ensure updates are current and security vulnerabilities are minimized. **User Support & Satisfaction:** • High levels of satisfaction among internal users regarding the support and functionality of business systems. • Effective and efficient management of escalated helpdesk tickets. **Data Backup & Disaster Recovery:** • Ensure all data is regularly backed up in line with school policies • Conduct quarterly tests of disaster recovery procedures, ensuring full recovery within the target recovery time objective (RTO) and recovery point objective (RPO). **Communication & Collaboration:** • Foster strong working relationships with colleagues, students, and parents, and provide timely and accurate communication across all channels. **Time Management & Planning:** • Demonstrated ability to meet deadlines, prioritize tasks effectively, and manage multiple responsibilities concurrently. Additional KPIs may be defined by the ICT Manager as required.

Selection Criteria:	**Qualifications & Training** • Microsoft Certified Professional or equivalent IT qualifications, or relevant professional experience. • Ability to work within the regulatory framework of the Working with Children (Criminal Record Checking) Act 2004. • National Criminal Record Checking required for this role • Demonstrated experience in systems administration, networking, and cloud environments. **Technical Proficiency** • Proven experience with datacenter technologies, including server, storage, and virtualization (VMware, Hyper-V). • Extensive knowledge of Microsoft enterprise products such as Windows Server 2016+, Office 365, SQL Server, Active Directory, and Azure Services. • Proficiency in managing hybrid cloud environments, integrating on-premises and cloud-based services seamlessly. • Strong understanding of **Disaster Recovery (DR)** procedures, business continuity planning, and execution • Experience managing endpoints (workstations, laptops, mobile devices) through tools like **Microsoft Intune**, **System Center**

Configuration Manager (SCCM), or JAMF (for managing Apple devices).
- Familiarity with **Mobile Device Management (MDM)** solutions to manage and secure school-issued devices
- Experience with Microsoft Office 365 Business tools such as Power Automate, Power BI, SharePoint, and the admin center.

Interpersonal & Communication Skills
- Strong interpersonal and communication skills with the ability to build effective relationships with a diverse range of stakeholders.
- Demonstrated ability to explain technical concepts to non-technical users in a clear and concise manner.

Customer Service Orientation
- Commitment to delivering high-quality, professional customer service to both internal and external users.
- Experience in working autonomously and as part of a collaborative team environment.

Alignment with School Values
- Willingness to actively contribute to the Christian ethos and culture of St Stephen's School.

I understand and accept the responsibilities as outlined in this Job Description.

Signed: [acceptance_status]   **Date: [acceptance_date]**

This document was approved by DFA - September 2024

Version	Date	Review Date	Author	Comments	Approval
1	Sept 2024	Sept 2025	Steph Snyman	New	DFA / ICTM