ROLE DESCRIPTION

<table>
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<tr>
<th>Position Title</th>
<th>Applications and LAN Administrator</th>
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<tbody>
<tr>
<td>Classification</td>
<td>Education Support Officer – Cat A (4 weeks annual leave)</td>
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<tr>
<td>Time Allocation</td>
<td>Fulltime FTE 1.00</td>
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<td></td>
<td>Monday to Friday 8.00 to 4.06pm</td>
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<td>Reports to</td>
<td>Network and Systems Manager, Business Manager</td>
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<tr>
<td>Appointment Terms</td>
<td>• Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCEMEA 2013)</td>
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<td>• Remuneration in accordance with (VCEMEA 2013)</td>
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Avila College Mission Statement
We offer Avila girls the best Catholic education and inspire successful futures. We give our students options and opportunities to explore and understand what a great future looks like and what it takes to get there. We teach, guide and support our girls to achieve that vision for themselves. We challenge them to always strive to be their best…both today while they’re students and tomorrow, long after they have left the college.

Avila College Vision Statement
We inspire our girls today to become successful women tomorrow

Avila College Child Safety Commitment
Avila College has a zero tolerance policy for child abuse and is committed to promoting child safety, children’s wellbeing and protecting children from abuse. Ministerial Order 870 requires Avila College to implement child safety standards and to accommodate and take the needs of all children (including but not limited to: Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities, and children who are vulnerable) into account when creating a child safe environment

Position purpose
The Applications and LAN Administrator is responsible for the installation, configuration and maintenance of the College’s Local Area Network (LAN) and Applications. The Applications and LAN Administrator works under the direction of the Network and Systems Manager. This role also works in collaboration with the IT Support Technicians/Help Desk to provide a high level of customer service to the College students, staff and parents.

Position Description
The accountabilities within the role are as follows but not limited to:

<table>
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<tr>
<th>Position accountabilities</th>
<th>Details</th>
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| Installation, configuration and maintenance | Provide technical assistance in relation to installation, configuration and maintenance of the following infrastructure and systems:  
- Servers (Windows and Linux)  
- Switches  
- Cabling  
- Wireless network  
- UPS  
- Network monitoring  
- Active Directory |
| Application, maintenance and support | Maintain and support the College’s Applications, including:  
- College student and staff database  
- Payroll database  
- Timetabling system  
- Internal websites and portals  
- Backup and restoration of data as required |
| Further technical support – Help Desk | Process further level technical support help desk queries in collaboration with IT Technicians/Help desk and provide relief support to the help desk when required |
| Other system maintenance | Maintenance of IP phone system  
Maintenance of other network peripherals (presentation equipment, multi-function devices) |
| Other IT Duties |  
- Keep abreast of the College computers operating system management support and updates (OSX, Windows, Linux and iOS desktop, notebook, sever and mobile systems  
- Liaise with third party suppliers/support/subcontractors as necessary  
- Continuous monitoring and providing constructive feedback where relevant to College IT systems and processes  
- Actively contribute in IT team meetings  
- Actively engage with the department’s customers eg staff, students, parents to ensure any issues and/or suggestions are noted and acted upon  
- Ensure that the department and all associated areas are kept clean, tidy and in accordance with OH&S procedures/requirements  
- Other duties as assigned by the Principal, IT Network and Systems Manager and/or Business Manager |
| Involvement in College activities as required |  
- Participate in College Assemblies  
- Staff briefings  
- When required all staff meetings and  
- Any other College event/activity deemed relevant |

**Position requirements**

**Skills**

Must have:  
- Developed highly competent skills working across Windows and Linux systems  
- Demonstrated skills in working across network services – DNS, DHCP Active Directory  
- Demonstrated skills working across a variety of applications of varying complexity  
- Skilled in identifying issues and developing pragmatic solutions working flexibly across different priorities /navigating through complexities, sometimes at short notice  
- Excellent verbal and interpersonal skills with ability to communicate effectively
- Ability to build productive working relationships and work collaboratively with internal and external stakeholders
- Demonstrated initiative and highly developed planning, time management and coordination skills including the ability to prioritise and manage demanding or competing deadlines
- Ability to deliver exceptional customer service and ensure timely and accurate service is provided
- Ability to work independently and as part of a small team
- Meticulous attention to detail

**Experience**
- Prior experience working in both a Mac and Windows based environment
- Prior experience working in a help desk/LAN environment
- Solid experience maintaining and supporting a variety of applications with established experience working across a broad IT environment with developing processes and procedures
- Experience maintaining IP phone system and network peripherals desirable but not essential

**Education/qualification**

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<th>Relevant IT qualifications and/or experience</th>
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<td><strong>Specific Requirements</strong></td>
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<tr>
<td>- Must have a valid Working With Children Check</td>
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<td>- Successful completion of National Police Record Check</td>
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<td>- Completion of DET Mandatory Reporting e-learning module to be completed prior to commencement (non-government schools)</td>
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<td>- Knowledge of Child Safety standards</td>
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<td>- Desirable or willingness to complete: First aid training (level 1 minimum)</td>
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<td>- Anaphylaxis training – 22300vic accreditation or to have successfully completed the ASCIA e-training module for Victorian Schools with verification of practical application completed within 30 days of completion of DET mandatory reporting e-learning module (non-government schools)</td>
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**Team Membership**

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<th>Key Stakeholders (or internal relationships)</th>
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<tr>
<td><strong>Internal:</strong></td>
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<tr>
<td>- Students, staff and parents</td>
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<tr>
<td><strong>External:</strong></td>
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<tr>
<td>- Broader college community</td>
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**School wide accountabilities**

- Contribute to a healthy and safe work environment for self and others and comply with all safe work policies and procedures
- Maintain excellent communication and relationships with students and other employees
- Proactively participate in meetings, community and faith days, school events and Mass as required by the school
- Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College’s continuing success
- Proactively demonstrate Avila College values of inspiration, relationships, achievement, faith and community in daily work and interactions with students and colleagues
- Adhere to the College professional dress code
- Demonstrate and ensure compliance with Avila College’s policies and procedures including the College’s Child Safety Code of Conduct and Child Safety Policy

February 2017