POSITION DESCRIPTION

Job Title	Junior Systems Administrator	**Position Type**	Full Time
Department	ICT	**Direct Supervisor**	Manager ICT Services
Location	Onsite	**Hours**	8.00 am – 4.15 pm

Position Summary

The Junior Systems Administrator is responsible for assisting the Senior Systems Administrator in the maintenance of the College's Information Systems, as well as the storage, flow and protection of College data and personal information. The role also involves assisting the Manager – ICT Services with related ICT projects in the design and implementation of new systems, as well as providing support and advice to the ICT Helpdesk.

The successful applicant would be a suitably qualified, highly motivated, proactive team player with excellent communication skills, both written and verbal, and high level computer skills. Current experience in a school setting would be highly regarded.

Mandatory Requirement

This position requires you to hold a Paid Working with Children Check (Blue Card), in accordance with QLD legislative requirements. Your employment is conditional upon obtaining a Working with Children Check (Blue Card) through the Queensland Government's Department of Justice and Attorney-General.

Reporting Relationships

For daily operational matters the Junior Systems Administrator reports to the Senior Systems Administrator and the Manager – ICT Services who reports to the Headmaster.

Role Responsibilities

The key duties of this position may include, but are not limited to:

- Maintain the College information systems to:
  - ensure ICT service uptime and availability
  - review cyber security vulnerabilities and ensure software and systems are patched accordingly
  - conduct routine database maintenance
  - conduct regular hardware maintenance on servers and devices supporting servers
  - ensure College information systems are secure
  - ensure redundancy of major network services
  - maintain security cameras and security alarm system
  - ensure backups are successful and are occurring routinely & archive data as per the Ormiston College Data Retention Policy.

- Implement new systems by:

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  - research and recommend ICT solutions to the Manager of ICT Services
  - installation of solutions and services
  - oversee and direct appointed ICT vendors in the implementation of their solution
  - retirement and replacement of systems and hardware.

- Provide support and advice to the ICT Helpdesk to:
  - maintain and develop systems documentation and advise the ICT Helpdesk on system changes
  - assist with the rollout of new software and the development of the SOE
  - provide level 2 ICT support where required.

- Manage user identities with:
  - creation and expiration of user credentials and accounts
  - assignment of user access rights to various computer systems and software
  - managing access and letters for new parents to the College systems.

- Assist the Manager of ICT Services with various aspects of managing the Student Information System by:
  - conduct beginning of year, mid-year and end of year rollovers in consultation with the relevant Administration staff who oversee particular business functions
  - escalate user issues to the TASS Helpdesk on the user's behalf
  - maintain templates as required eg Report Card, Purchase Order, and Email
  - provide advice on the correct use of the SIS to Administration staff
  - maintain API connections to 3rd party products
  - write SQL statements to extract relevant data as requested.

- Manage 3rd Party Software and Cloud Entities to:
  - maintain the library of cloud services used at the College including the monitoring of software licensing and advise the Manager – ICT Services of any issues
  - upload required class, user or other data to 3rd party software and cloud entities such that it functions according to its requirements
  - Vendor liaison and fault resolution.

Perform any other duties as directed by the Manager ICT Services, the Business Manager or the Headmaster.

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Core competencies

Integrity:	• Demonstrates honest, ethical, and transparent behaviour in all actions and decisions. Acts in the best interests of the College, upholding its values and maintaining trust.
Initiative:	• Proactively takes on responsibilities and challenges, identifying opportunities to improve outcomes without needing direction.
Flexible Team Player:	• Works effectively across a variety of situations, individuals, and groups, applying a 'whatever it takes' attitude to support the broader team and College community.
Planning and Organisational Skills:	• Establishes and follows a clear course of action to achieve both short- and long-term goals in an efficient and structured manner.
Achievement Driven:	• Sets clear goals and works persistently to achieve them with enthusiasm, determination, and a commitment to continuous improvement.
Communication Skills:	• Communicates clearly, professionally, and confidently in both written and verbal forms with internal and external stakeholders.
Organisational Competencies:	• Community Orientation: Demonstrates a strong commitment to adding value to the student and family experience, always ensuring positive and supportive engagement.
	• Strives for high performance: Consistently seeks excellence in work output for self and others, setting high standards and striving for continuous improvement.
	• Teamwork and Co-operation: Works collaboratively with others, valuing diverse perspectives and contributing positively to team outcomes.
	• Flexibility: Adapts behaviour and approach to suit changing environments, responsibilities, or the needs of others.
	• Time Management: Effectively plans and prioritises tasks to manage time efficiently and meet deadlines.
	• Thoroughness: Pays attention to detail, ensuring accuracy and completeness in all work tasks and documentation.

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Key Performance Indicators

	Task	Skills	Measurable Metrics
ICT Infrastructure, Systems Reliability & Cyber Security	Maintain College servers, databases, network services, security systems and associated infrastructure. Undertake preventative maintenance, security patching, system monitoring, backups and recovery processes. Identify and address vulnerabilities, maintain redundancy and ensure data is managed in accordance with College policies.	Technical systems administration, cyber security awareness, risk identification, troubleshooting, database maintenance, disaster recovery planning, attention to detail and proactive problem-solving.	Maintain a minimum 99.5% availability of critical ICT systems, excluding approved maintenance windows
			Complete 95% of scheduled preventative maintenance activities within agreed timeframes.
			Apply critical security patches within 7 days, and high-priority patches within 30 days, subject to documented risk assessment and testing.
			Achieve 98% successful scheduled backups, with failures investigated and resolved promptly.
			Conduct and document quarterly backup restoration tests and reviews of critical system redundancy
ICT Systems Implementation, Integration & Continuous Improvement	Research and recommend new ICT solutions, coordinate system installations, manage vendor implementation activities, maintain third-party software and cloud services, and oversee system upgrades and replacements. Ensure integrations, licensing and system documentation remain current.	Project coordination, systems analysis, technical implementation, vendor management, stakeholder consultation, planning, documentation and continuous improvement.	Deliver 90% of assigned ICT implementation projects within agreed timelines and approved scope.
			Maintain an accurate register of 100% of approved third-party software, cloud services and associated licensing.
			Review software licensing and cloud service requirements quarterly, escalating identified risks or renewal issues.
			Complete system documentation and handover information within 10 working days of implementation or significant change.
			Identify and recommend at least two system or process improvements annually to the Manager – ICT Services.
Student Information Systems, Data Integrity & User Access Management	Maintain user identities, permissions and system access across College platforms. Support TASS administration, including annual and mid-year rollovers, reporting templates, API integrations, SQL data extraction and troubleshooting. Ensure user access and information are maintained accurately and securely.	Student Information System administration, database management, SQL, data accuracy, access control, analytical thinking, confidentiality, communication and stakeholder collaboration.	Complete 100% of scheduled TASS rollovers within agreed College timelines, with documented validation and sign-off.
			Process 95% of approved user account creation and access changes within two working days of receiving complete information.
			Action 100% of notified staff departures and required access removals within the approved offboarding timeframe.
			Conduct quarterly user access reviews for designated critical systems, with discrepancies documented and addressed.
			Maintain and monitor critical API integrations, investigating identified failures within agreed service timeframes.

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	Task	Skills	Measurable Metrics
ICT Service Support, Stakeholder Engagement & Operational Excellence	Provide Level 2 technical support and guidance to the ICT Helpdesk, assist with software deployment and standard operating environment development, coordinate vendor fault resolution, maintain technical documentation and provide advice to staff on the effective use of College systems.	Customer service, technical troubleshooting, communication, teamwork, prioritisation, problem-solving, knowledge sharing, documentation and stakeholder engagement.	Resolve or appropriately escalate 90% of assigned Level 2 support requests within agreed service-level timeframes.
			Maintain 95% accuracy and currency of assigned systems documentation, reviewed at least twice annually.
			Provide documented handover or guidance to the ICT Helpdesk for 100% of significant system changes affecting end users.
			Achieve a minimum 85% positive stakeholder satisfaction rating, where feedback is collected.
			Participate in at least two knowledge-sharing or technical improvement activities annually.
Brand	Support a quality workplace culture and contribute to a positive working environment	Consistent adherence to school values and presentation standards	100% compliance with dress code; communication evaluated as “professional” in termly check-ins
		High-level written and verbal communication	0 complaints related to professionalism: consistent recognition in feedback loops
		Commitment to delivering a positive and professional first impression	
Environment	Support a quality workplace culture and contribute to a positive working environment	Team collaboration and respectful communication	Participation in workplace initiatives; absence of unresolved interpersonal issues in team reviews
		Initiative to support and uplift colleagues	Participation in workplace initiatives; absence of unresolved interpersonal issues in team reviews

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Position Requirements

Applicants possessing the following skills would be highly regarded:
Experience with:

- The administration of Microsoft Office 365 and Azure
- Active Directory and Windows Server Platform
- Nutanix and other hyperconvergence technologies
- Linux and containerisation
- Firewall appliances and endpoint protection
- Web services including ColdFusion, IIS & Apache
- The Alpha School System (TASS) College Administration System
- Microsoft SQL server and writing SQL queries
- Veeam Backup Solutions
- Microsoft Intune.

- A minimum of 2 years' experience in a junior systems administration position, or similar role
- Ability to problem solve and repair or improvise fixes for major issues quickly.
- Strong organisational and coordination skills, with the ability to prioritise competing requests and manage the day-to-day activities of an ICT support team.
- Demonstrated leadership skills, with the ability to mentor, guide and support team members to deliver a high standard of service.
- Excellent communication and interpersonal skills, with a friendly, approachable and patient manner when assisting staff and students.
- A customer-focused approach, with the ability to explain technical information clearly and confidently to users with varying levels of ICT knowledge.
- Strong problem-solving skills, initiative and attention to detail, with the ability to work both independently and collaboratively.
- A commitment to maintaining confidentiality, privacy and professional standards when managing sensitive information.
- A flexible and adaptable approach, with a willingness to contribute positively to the broader College community.
- A self-starter who is detail-oriented and thrives in a fast-paced learning environment
- A proactive attitude with a willingness to learn and take initiative
- A commitment to integrity, professionalism, and the well-being of students, reflecting the College's values such as responsibility and good citizenship

How to apply

- Via Seek – submitting your resume and cover letter, which includes covering the selection criteria.
- Via Email – submit your application to humanresources@ormistoncollege.com.au. Please attach your resume and cover letter, which includes covering the selection criteria.

We extend our sincere thanks for your interest in joining the team at Ormiston College; however, only those selected for an interview will be contacted.
Applications will not be accepted after the closing date.
The College reserves the right to interview and appoint a suitable candidate prior to the closing date of this advertisement. We encourage interested applicants to submit their application as soon as possible.
Other conditions of employment, including entitlements, are as per the Ormiston College Enterprise Agreement, a copy of which will be available upon request, should your application progress to interview.
Further information about Ormiston College can be accessed at www.ormistoncollege.com.au

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