



St James College

School Officer ICT NETWORK AND SYSTEMS ENGINEER POSITION DESCRIPTION

GENERAL INFORMATION

1.1 Position Information

Position Title:	ICT Network & Systems Engineer
Classification Level:	School Officer – Level 7
Status:	New
Employment Type:	Full-time,
Team/Department:	ICT
Reports To:	Director of ICT/Business Manager/Principal

1.2 Employment Information

Employer:	Edmund Rice Education Australia Colleges Ltd
School:	St James College
Location:	201 Boundary Street, Spring Hill, Brisbane
Agreement:	Catholic Employers Single Enterprise Collective Agreement Religious Institute Schools Queensland 2023 - 2026

1.3 Further Information

For further information about the role, please contact Rene Steenkamp at rsteenkamp@stjamescollege.qld.edu.au

2. PURPOSE

The ICT Network and Systems Engineer is part of the College ICT Support team and involves the design, implementation, and management of ICT infrastructure ensuring systems run securely and efficiently. You will also be required to provide user help, support and training to college staff and students in accordance with all College policies and legislative guidelines.

The appointee will be accountable for the design and best practice use of ICT infrastructure and computer-based technologies across the College, providing a stable, reliable and secure platform for staff and students.

3. QUALIFICATIONS/REQUIREMENTS OF THE ROLE

3.1 Requirements of the Role

The position must hold and maintain a current Queensland Working with Children Clearance (Blue Card) and is subject to EREA and legislative screening procedures and St James College training requirements in adherence to EREA's commitment to child protection policies and procedures.



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3.2 Qualifications and experience of the Role

This position requires the following qualifications, professional and personal abilities and experiences:

- Appropriate tertiary qualifications are desirable.
- Industry certification and relevant ICT experience highly desirable.
- Previous experience with administration and maintenance of Hyper-V or other virtualisation solutions and the supporting hardware environment.
- Strong experience and knowledge of infrastructure, virtualisation, storage solutions and networking software, hardware, and networking protocols.
- Strong experience with implementing, supporting and administering Windows server environments.
- Desirable experience with supporting and administration of Linux server environments.
- Experience with administration of on-premises Microsoft environments including Active Directory.
- Strong experience with administration of Microsoft Cloud systems including Azure, Intune, Exchange, Teams and Office 365.
- Experience with the migration of existing on-premises platforms to Cloud hosting and the transfer of service from legacy systems.
- Experience with Local Area Network (LAN), Storage, Internet security and Firewall solutions.
- Experience with backup, recovery and disaster recovery processes and solutions.
- Strong knowledge of implementing and effectively developing IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.
- Possess excellent interpersonal and communication (written and verbal) skills.
- Knowledge of ICT infrastructure trends and developments.
- Be self-motivated and proactive.
- Attention to detail.
- Strong organisational skills and the capacity to successfully manage competing priorities.
- The capacity to work independently and collaboratively in a team environment.

4. TYPICAL DUTIES

4.1 The typical duties of the role may include:

These responsibilities are not exhaustive, and other relevant responsibilities may be performed by the ICT Operations and Infrastructure Lead provided such duties are appropriate having due regard to the nature and purpose of the position.

- Design, manage, and maintain the College's ICT infrastructure to ensure secure, reliable, and high-performing systems.
- Oversee core infrastructure and services, including servers, storage, networking, security, file/print, email, internet, intranet, and SaaS platforms.
- Deploy and support new infrastructure solutions and technology services across the College.
- Ensure regular data backups, disaster recovery, and business continuity processes are maintained and tested.
- Administer and support the College's SIP-based telephony system.
- Lead network, identity, and information security operations, ensuring compliance with best-practice standards.
- Act as an escalation point for complex ICT incidents and ensure incidents are resolved efficiently.
- Continuously improve ICT service delivery processes and systems.
- Administer and support database-driven systems (SQL/MySQL) and web platforms (IIS, Apache, SharePoint).
- Experience in automation and scripting (Powershell).
- Provide technical oversight for IoT systems, audio-visual services, event streaming technologies, and facilities systems (security access, alarms, surveillance).



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- Develop and maintain a standard operating environment (SOE) for staff end-user devices using Microsoft technologies.
- Implement and maintain a Cloud-first approach for College systems
- Perform other duties as reasonably required

4.2 Compliance

- Complying with the employer Code of Conduct and related policies, including but not limited to:
 - Child Protection Policy and procedures;
 - Workplace Health and Safety Policies and procedures;
 - Social Media Policy;
 - Workplace Bullying and Harassment Policy;
 - Other relevant School/College policies as deemed necessary.

4.3 Responsibility

- Ensuring the integrity and privacy of student and employer information is kept secure and confidential.
- Maintaining highly functional and collaborative working relationships with College staff and external stakeholders.
- Acting with professionalism, discretion, and confidentiality at all times.
- Supporting the College's strategic goals in broadening pathways and vocational education and training
- Supportive of the Catholic values of Edmund Rice Education Australia and be able to contribute to the strategic vision of St James College.