



## Position Description

### Senior Systems Administrator

#### The School

Hillbrook is a co-educational school of 810 students from Years 7 - 12, established in 1987. The School is growing in size over the next 4 years with up to 900 students by 2024. The School's motto, "In Balance We Grow" underpins life at Hillbrook, which prides itself on its focus on quality teaching and learning and a specialisation in the nurturing of adolescents. We aspire to provide all members of our staff and student body with support in a community environment.

Staff at Hillbrook are encouraged to become involved in the collegial ethos of the school. All applicants would need to be supportive of the core values of Hillbrook.

The School Leadership Team (SLT) comprises the Principal, two Deputy Principals and a Chief Financial Officer (CFO) and a Chief Operations Officer (COO).

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#### Position

<b>Title:</b>	Information and Communications Technology (ICT) – <b>Senior Systems Administrator</b>
<b>Reporting to:</b>	IT Operations Lead
<b>Status:</b>	Full time
<b>Classification:</b>	Qld Anglican Schools Enterprise Agreement (EA) – School Officer Award Level 5
<b>Role:</b>	The Senior Systems Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

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#### School's ICT Mission

To be a pivotal strategic business partner, a trusted ICT advisor and enabler of organisational and educational objectives.



## **The Role**

The Senior Systems Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This role will work within the ICT support group to provide expert assistance and guidance to support in BAU operations and ICT Projects as determined by the ICT Strategic Direction of the School.

The Senior Systems Administrator is expected to provide expert guidance in the evaluation of legacy systems and the design and best fit for purpose requirements of the School's future needs whilst meeting best practice and ITIL standards.

## **Key Responsibilities**

The Senior Systems Administrator will assist in the provisioning and delivery of first class information technology services that underpin the academic and business operations at the School, whilst:

- Supporting the strategic implementation of the School's infrastructure platform and ensuring the future development of ICT services are aligned with best practice
- Contributing to the identification and implementation of systems improvement initiatives that minimise downtime to the School environment
- Assisting with the collection of, reporting and interpretation of performance monitoring data, and related activities such as capacity planning
- Responding, analysing, resolving and communicating ICT service incidents in a timely manner
- Installing new / rebuilding existing servers and configuring hardware, peripherals, services, settings, directories, storage, in accordance with standards and project/operational requirements
- Developing and maintaining installation and configuration procedures, practices and documentation with a goal of increasing efficiency, automation and ITIL maturity
- Securing ICT systems, networks and information systems from unauthorised access
- Providing escalation support as requested to assist in the School's Service Desk operations
- Planning and managing assigned activities with an emphasis on quality, timeliness and budget
- Providing advice and skills transfer activities that contribute to building a highly skilled and efficient ICT team
- Undertaking projects and activities as required by the IT Operations Lead

## Workplace Health & Safety

- Ensure that safe procedures are followed in accordance with the School's Work Health & Safety Policy.



### **Essential Skills/ Experience with:**

- Windows Server and Hypervisor technologies
- Active Directory, Group Policies and File and Print
- Azure Platform, Azure Web Apps and Azure Cloud Services
- Switches, routers, servers and storage
- System Centre Configuration Manager
- Windows and Apple operating systems and their management
- Point of Sale (POS) and Booking systems
- Enterprise Firewall and Antivirus Administration
- UniFi Wireless Networking
- MS SQL Server and IIS Support
- Powershell Scripting
- Analysing operational needs and assisting the development, design, adoption and maintenance of network and server systems to further meet the School's Strategic Goals
- Development of operational plans for the design, development, implementation and reporting of relevant ICT infrastructure and systems
- Providing high level support to maintain network and server systems and their associated peripherals
- Systems metrics reporting (system performance, resource utilisation, capacity planning and review) on a proactive basis
- Monitoring systems capacity (performance & resource utilisation) and taking proactive action to prevent avoidable outages
- Developing ICT practices, procedures and documentation
- Working within a team and the ability to assist across all areas when necessary

### **Selection Criteria**

#### Qualifications

- Possess relevant university industry qualifications related to Systems Administration
- Certification and / or experience in ITIL or equivalent industry standards
- Three years' experience in a Systems Administration role

#### Systems Administration

- Proven ability within a Systems Administration role
- Experience with systems monitoring (and other metrics) in order to take proactive action to prevent outages due to capacity or performance constraints
- Strong experience in Microsoft Windows Server environments, hardware and operating systems



- Strong experience with Active Directory and Group Policy
- Strong experience with VMware and other Hypervisor technologies
- Experience with using JAMF to administer iOS and macOS devices and creating, troubleshooting, and deploying JAMF workflow
- Demonstrated experience with storage and backup solutions
- Preparation of operational specifications, documentation and evaluation reports for existing and future School systems

#### Technical Knowledge

- Demonstrated knowledge of both current and emerging technologies, trends, standards and services relevant to the area of specialization
- Ability to clearly supply technical knowledge and experience to a range of circumstances requiring considerable interpretation

#### Communication Skills

- Excellent oral, written and listening communication skills
- Ability to prepare and present reports on prospects and/or technology options and advise the SLT accordingly
- Ability to communicate at all levels of the School and with external vendors
- Ability to deal with sensitive issues and information in a confidential manner

#### Interpersonal and Team Skills

- Possess a high level of interpersonal skills
- Demonstrated team leadership skills, with the ability to build and sustain positive relationships within the team, it's stakeholders and external vendors
- Ability to work as part of a multi-disciplinary team to assist with the ICT operations as required by the School
- Demonstrated ability to effectively consult with a range of stakeholders to achieve common goals

#### Diagnostic Skills

- Ability to utilise effective methods to determine root causes of problems
- Demonstrated skill with multiple diagnostic methods
- A systematic approach to troubleshooting



### **Normal Hours of work**

Normal hours of work fall between 7am and 6pm, Monday to Friday, with usual daily start and finish times to be 8am to 4pm, with a half hour lunch break. Start and finish times may be varied by mutual agreement.

As per the EA, employees may be required to work up to 10 ordinary hours on identified Special Events during the year eg. Open Days, Celebration Evening, Building Openings, Orientation/ Family Days, Sustainability Day, Musical Events.

**Note:** There may be some outside of normal hours work in times of critical need to ensure the continuity of service delivery.

Time off in lieu (TOIL) will be provided for any additional hours worked above the normal ordinary hours of duty.

### **Conditions, Entitlements and Benefits**

- The position is full time, 38 hours per week.
- Annual leave accrues at 20 days per annum and includes a holiday leave loading. Sick leave accrues at 10 days per annum.
- Employer superannuation of 12.75% is available where staff make voluntary contributions of 5%. Employer super is paid in addition to salary.
- Eligibility for a 'Working With Children' Blue Card
- First Aid Certificate, or willingness to obtain necessary training.

### **Application Process:**

The closing date for applications is **Monday 22<sup>nd</sup> March 2021**.

In your application, you should include:

- Resume– highlighting experience relevant to the position
- Why you believe that you are qualified for this position (covering the selection criteria listed above)

All applications should addressed to the IT Operations Lead and emailed to [positions@hillbrook.qld.edu.au](mailto:positions@hillbrook.qld.edu.au).

Receipt of application will be acknowledged by email. After the closing date, short-listed applicants will be contacted by the school, in order that an interview can be arranged. Only short-listed applicants will be contacted.