

JOB DESCRIPTION & PERSON SPECIFICATION

Senior ICT Engineer

| | |
|--------------------------|-----------------------------|
| College Department: | Administration |
| Position Title: | Senior ICT Engineer |
| Position Classification: | Grade 5, Year 1 |
| Tenure: | Permanent, full-time 1.0FTE |

JOB DESCRIPTION

1. Summary of the broad purpose of the job in relation to the College's goals.

The Senior ICT Engineer is responsible to assist the Principal and Business Director through the Head of ICT in fulfilling the aims and purposes of Tatachilla Lutheran College, and to support and maintain the philosophy and ethos of the College

The Senior Engineer is an expert-level specialist who designs, implements, and provides root-cause troubleshooting and support of infrastructure and systems with the aim of providing a high level of availability and reliability for our community. This role provides strong leadership, mentoring, and where necessary backfill of our ICT support staff to deliver the needs and direction set by the College and Head of ICT. This role champions and owns the creation and adherence of documentation, records, and change management processes.

The Senior Engineer is responsible to the Head of ICT for designing, implementing, maintaining, and troubleshooting ICT infrastructure including routing, switching, wireless, cloud, server, storage, telephony, redundancy, and disaster recovery.

The Senior Engineer is also a team lead and mentor for the ICT Support staff.

Specific areas of focus include ensuring all systems are online, secure, backed up, have redundancy, and are up to date. All work to be prioritised toward, and minimise impact to, teaching and learning.

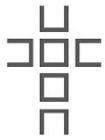
The appointee will ensure the ticketing system is up to date with tasks and progress of both engineering and support work and needs at all times. Priorities shall be aligned with College SLAs and prioritised to teaching and learning.

Strong emphasis on maintaining comprehensive documentation, records, and processes including comprehensive change management and ticketing principles.

The appointee will provide support and advice to the Head of ICT on all matters relating to ICT infrastructure. The appointee will provide strong leadership, escalation and where necessary backfill ICT support staff.

2. Reporting / Working Relationships

- Accountable to the Business Director through the Head of ICT
- Collaborate with staff and students



3. Special Conditions

- Work hours are Monday to Friday, 7.5 hours per day between the hours of 8:30am and 4:30pm. Some out of hours work is expected to fulfil the duties of this role.
- Four weeks annual leave in line with the NES to be taken during school term breaks. Leave will be co-ordinated with other team members to ensure seamless coverage of ICT Service.
- This is a permanent appointment. A six (6) month probationary period will apply.

4. Extent of Authority

The Senior ICT Engineer will follow the decisions of the Head of ICT

5. Statement of Key Outcomes & Associated Activities

The following responsibilities and accountabilities will be undertaken by the Senior ICT Engineer

- Plan, implement, and maintain the strategic and operational development of ICT infrastructure including routing, switching, wireless, cloud, server, storage, telephony, redundancy, and disaster recovery
- Detect, own, and provide expert-level support and troubleshooting for faults and issues with on-premises, hybrid, and cloud infrastructure including routing, switching, wireless, server, storage, telephony, redundancy, and disaster
- Ensure all systems are secure from both a local/internal, external, and cybersecurity perspective
- Manage business continuity solutions to ensure seamless operations
- Conduct day to day systems administration and reporting to ensure ICT is a proactive rather than reactive service
- Undertaking monthly patching and quarterly maintenance
- Provide strong leadership, and where necessary backfill, for the ICT support staff
- Act as an escalation point for the ICT support staff
- Ensure all work is completed within College SLAs with a focus toward empowering, and minimising impact to, teaching and learning
- Ensure documentation, records, and processes exist for all tasks and is of a comprehensive standard
- Meticulously abide by change management and ticketing principles
- Oversee the implementation of best practices and cybersecurity concepts
- Mentor, support, and where necessary backfill level 2 support staff fostering a culture of continuous learning and improvement
- Provide accurate updates to Head of ICT on status of infrastructure, faults, ticketing, and support staff
- Perform other duties as the Head of ICT may assign from time to time

PERSON SPECIFICATION

1. Educational / Vocational Qualifications

- Relevant certifications such as Microsoft MS-102, Microsoft AZ-305, Cisco CCNA, Cisco CCNP
 - Tertiary qualifications in related field
 - ITL Foundation
 - Working with Children Check (WWCC) and successful completion of TLC Applicant Declaration form.
 - Responding to Risks of Harm, Abuse and Neglect (RRHAN-EC)
 - First Aid Certificate
-

2. Personal Skills, Abilities & Aptitude

- Able to interpret and promote the culture of the College to the wider community.
 - Ability to take initiative and come up with solutions
 - Astute communication and interpersonal skills with the ability to explain complex technical concepts to non-technical users.
 - Ability to work independently and as part of a team.
 - Ability to work in a dynamic and changing environment with flexibility and a solutions-based attitude.
 - Excellent attention to detail and demonstrated self-motivation in setting goals, prioritising work and managing multiple tasks.
 - Personal commitment to continuous self-development and improvement.
-

3. Experience

- Minimum 5 years experience in an engineering role
 - Thorough understanding and precise compliance with change management processes
 - Proven hands-on advanced networking skills, including configuration and troubleshooting
 - Experience with Mac a tremendous advantage
 - Experience in an education environment a favourable advantage
 - Cybersecurity experience or certification such as Microsoft SC-100 highly desirable
-

4. Knowledge

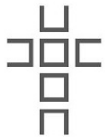
- Demonstrated in-depth technical knowledge and hands-on experience with VMware ESXi, Fortinet, Microsoft Azure, Microsoft 365, Cisco / Dell switching, 3CX, Dell or EMC SANs, Veeam
 - Extensive knowledge of Microsoft 365, Azure, server, and desktop environments
-

5. Classification Level

The Senior ICT Engineer is a Lutheran Schools Officer Grade 5 classification as per the 2024 SA Lutheran Schools Enterprise Agreement.

6. Performance Standards & Review

An annual Performance Review is undertaken with the Business Director to determine the capacity to meet the demands of the role, where additional skills training is required and what level of job satisfaction is being obtained.



7. Workplace Health & Safety

The objective of the Work Health and Safety Act 2012 is to prevent a person's death, injury or illness caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a workplace. To meet this objective, exposure to the risk of death, injury or illness must be prevented or minimised. To achieve this, the Act establishes a framework by imposing WHS obligations on certain persons who may affect the health and safety of others. Staff of Tatachilla Lutheran College are accountable for the day-to-day control of their respective operations. In addition to the mandatory duties imposed by the statutory requirements, staff have specific duties within the College's Work Health and Safety Management System as part of a broader Risk Management Framework. The Executive Team has the major responsibility for establishing safety policies and procedures however, these must reach staff on the job.

8. Equal Employment Opportunity

Equity principles underpin all College policies and procedures. The College is committed to Equal Employment Opportunity principles and values cultural diversity and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

APPLICATION PROCESS

Applicants with sufficient skills and experience are required to:

1. Write a cover letter of up to two pages, addressing suitability for the position;
2. Include a curriculum vitae; and
3. List three referees, one being a pastoral or character referee.

Applications that do not meet the above requirements will not be considered.

Applications should be addressed to the Business Director, Tatachilla Lutheran College and sent electronically to jobs@tatachilla.sa.edu.au.

Applications close 5pm, Friday 21 March 2025