TECHNICAL SUPPORT OFFICER

LEVEL 3

JOB DESCRIPTION

This position has responsibility for supporting both staff and students in their use of Information and Learning Technologies at both PLC and Scotch College. The purpose of this position is to maximise the benefits of the ILT infrastructure to the work of PLC and Scotch College staff and students and contribute to the planning and improvement of ILT systems and services.

Reports to: ILT Technical Manager

Role context and purpose:
As Scotch College and PLC share ILT infrastructure and resources one Technical Support Officer Level 3 will be based at each College, working together to supplement each other's skills. The Technical Support Officer Level 3 will be seen as the subject matter expert/s and be responsible for the administration of the core systems and services at Scotch College and PLC respectively. will be responsible for several core technologies at their respective College, such as; Cisco Wireless, Cisco Routing and Switching, Cisco Unified Communications, Windows Server, VMware, Palo Alto Firewalls and Veeam backup and replication.

Main responsibilities:
- Manage all operating systems and end-user software
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance
- Recommend, schedule, and perform software and hardware upgrades, patches, reconfigurations as necessary
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, switches WAPs
- Maintain an accurate map of all network resources.
- Develop, document, and maintain policies, procedures and associated training plans for core services
- Conduct research on emerging products, services, protocols, and standards in server and back end systems
- Ensure the integrity and security of enterprise data
- Perform network and security audits
- Workflow and dataflow definition to provide reportable metrics and monitoring on core services
- Perform and test routine system backups and restores.
- Maintain documentation of technical specifications of network and server infrastructure
- Design and maintenance of relational databases and associated queries
- Liaising with hardware and software suppliers
- Supervision of IT contractors
- Provide technical support to the ILT Manager as required
• Demonstrate and generate respect for others by:
  o Understanding the needs and priorities of students, parents, teachers and wider College community;
  o Communicating and interacting with openness, consistency and honesty; and
  o Valuing their opinion and listening to their concerns
• Demonstrate a cooperative spirit by:
  o Being ready to assist, advise and counsel;
  o Showing a readiness to receive direction and hear criticism; and
  o Handling disagreements in a professional, thoughtful and supportive manner
• Demonstrate a strong sense of commitment to personal growth
• Implement productivity, quality and service improvements on a continuous basis
• Understand and apply Occupational Safety & Health requirements in the workplace
• Comply with College policies and procedures
• Undertake additional duties as required by the ILT Manager

Key performance indicators:
• As part of a high performing team, achieve the ILT Service Level Agreement on helpdesk metrics.
• Delivery of stable and current back end infrastructure
• Leading a professional learning network of colleagues in like schools
• Successful execution of complex ILT projects
• Develop and maintain positive relationships with suppliers and stakeholders

Qualifications:
• A Bachelor’s degree in Information Technology or related field
• Cisco certifications and current experience working within large network environments
• Microsoft Server certifications
• VMware certifications
• ITIL Foundations

Required skills, knowledge and experience:
• Advanced knowledge and proven skills in Cisco Networking (wireless and wired)
• Advanced knowledge and proven skills in Cisco Unified Communications
• Advanced knowledge and proven skills in Active Directory
• Advanced knowledge and proven skills in Microsoft Exchange
• Advanced knowledge and proven skills in VMware vCenter 5
• Knowledge and skills in Dell Compellent Storage
• Knowledge and skills in Palo Alto Firewalls
• Knowledge and skills in Veeam backup and replication
• Knowledge and skills in Microsoft SQL Server
• At least 5 years relevant industry experience
Essential attributes:
- A proven track record in a senior systems administrator or engineer role
- Ability to ensure consistently high level of communication to both internal and external stakeholders
- Demonstrated ability to develop and maintain key technical and operational documentation
- Demonstrated high level conceptual, analytical and problem solving skills
- Highly organised and focused work ethic
- Prepared to work after-hours for occasional support and project work
- Excellent spoken English and professional manner
- Reliable vehicle and current driver’s license

General conditions:
- Current Working With Children Clearance
- DET Police Clearance
- General conditions as per the Educational Services (Schools) General Staff Award 2010 Award and the Scotch College Administrative Technical Officers Enterprise Agreement