



Job Description

Title:	IT Systems and Network Administrator
Reports to:	Director of Information Systems & Technology
EBA/Award:	South Coast Baptist College Operational Staff Agreement 2024
FTE:	1.0 FTE
Employment Type:	Permanent Full-Time

Position Summary

South Coast Baptist college is looking for a dedicated and enthusiastic **IT Systems and Network Administrator**, responsible for planning, implementing, troubleshooting, maintaining, securing and monitoring the Information Systems & Technology infrastructure, end-user devices, and applications/software used at the college. This role also involves providing timely IT support to staff and students. The IT Systems and Network Administrator will be part of a team and must coordinate with the Director of Information Systems & Technology (DIST) for new projects, major events, and changes to IT Operating Procedures.

Job Description

Key Responsibilities:

Systems & Network Administration:

- Proactively maintain IT infrastructure (patches, firmware, updates, upgrades, logs, resource allocation) and software (integrations, updates, upgrades, patches).
- Configure, manage, maintain, monitor and troubleshoot the wired and wireless network infrastructure
- Administer, manage, and monitor the college's Microsoft 365 and Google Tenants, including Azure AD, Exchange, Teams, OneDrive for Business, Intune, Defender, SharePoint Online, Power BI, and Autopilot.
- Provision virtual machines, install, and configure operating systems (such as Windows, Linux)
- Administer, configure, maintain, and monitor Windows Servers, Domain Controllers, Active Directory, DNS, DHCP, Hyper-V, VMware, firewalls, and network devices (switches, routers, access points, IoT).
- Implement, maintain and audit firewall policies, authentication methods, and security logs.
- Configure and maintain other systems such as door and gate access control systems, security cameras, key fobs, physical security zoning, PA system.
- Manage college approved third-party applications and solutions, such as but not limited to end-user devices using Mobile Device Management solutions, endpoint protection, cloud email security solutions, security awareness training solutions, and visitor sign-in systems.
- Manage communication (landline & mobile) infrastructure and services.
- Monitor and test backup jobs and offsite replications and perform data recovery tasks,
- Under the supervision of the DIST, test backup and restore processes, UPS run times, disaster recovery and business continuity processes.



- Procure hardware for staff and students and plan/schedule hardware refresh of devices.
- Provide estimated costs for the IT budget.
- Prepare and maintain documentation of Standard Operating Environment (SOE), IT processes and procedures.
- Liaise with vendors and solution providers to select products and ensure timely delivery of items.
- Research and test new solutions in a controlled environment before implementing, and prepare, analyse, and present reports as requested.
- Maintain and document change management procedures.
- Generate reports, metrics, and analysis on network performance, security incidents, system updates, and IT operations.
- Educate staff on identifying and avoiding security threats and implement good password etiquette. Ensure compliance with industry standards, best practices, and regulatory requirements for cybersecurity and data protection.

Other duties (*but not limited to*)

- Act as an escalation point to the IT Service Desk and provide IT support (hardware & software) to staff and students in-person
- Maintain an accurate and up-to-date record of enquiries/tickets and provide timely advice to staff regarding their status.
- Monitor, review and resolve IT tickets in a timely manner
- Create user accounts, assign licenses and permissions, and set up staff and student devices
- Onboard new staff, students and equipment on the network and offboard exiting staff and students (permissions and hardware).
- Implement and maintain an OS imaging and deployment solution.
- Decommission old IT assets and prepare them for sale or recycling.
- Maintain and update the IT asset database, ensuring IT assets are tagged and registered.
- Support the IST team as and when required.

Selection Criteria

- Bachelor's or master's degree of Information Technology or a related field.
- Industry certifications (e.g., Microsoft, Cisco Fortinet, HPE Aruba Networking, ITIL Foundation) preferred
- Minimum of 4+ years' experience in a similar role.
- Strong knowledge of Microsoft 365, Windows Server OS, Virtualisation, Networking, PowerShell.
- Aware of current and upcoming technologies and trends.
- Excelling problem solving skills and the ability to work independently and as part of a team
- Friendly personality with strong communication skills and the ability to multitask.
- Passion to learn and adapt.



General Requirements

- To have a personal faith and commitment to the Lord Jesus Christ.
- To actively be a part of a Church or Christian community and exemplify Christian beliefs, behaviour, and practices.
- To accept the College's Statement of Faith.
- Build co-operative and supportive relationships with the board, principal, staff, students and parents.
- Work to ensure personal best practice.
- Ensure that decision making is based on fact and is impartial and fair.
- Model the use of appropriate and proper channels of communication.
- Always act in the best interest of the College and its ethos.
- Commitment to maintaining a child-safe environment in line with the College's values and policies.
- Working With Children Card.
- National Police Clearance.
- Contribute to a safe and healthy workplace by:
 - Following WH&S instructions and policies
 - Reporting accidents and hazards
 - Generally caring for own safety and that of others, including volunteers, students, and parents.
 - First Aid certificate.

Other Matters

Note: This job description is comprehensive but not exhaustive, and duties may be varied at the discretion of the college in consultation with this role.

Position Held By:	
Signed:	
Date:	