



Courage in Wisdom | Hope in Love

Job Description

Title:	IT Officer
Reports to:	Director of Information Systems & Technology
EBA/Award:	South Coast Baptist College Operational Staff Agreement 2024
FTE:	1
Employment Type:	Permanent Full Time

Position Summary

South Coast Baptist College (SCBC) is seeking a proactive and capable IT Officer to support the planning, implementation, maintenance, monitoring, and security of the College's Information Systems and Technology environment.

Reporting to the Director of Information Systems and Technology and working closely with the IST Team, this role contributes to the delivery of reliable, secure, and well-supported IT services across the College. The position provides technical support to staff and students, while also assisting with infrastructure management, projects, and College events.

Job Description

The IT Officer plays a key role in supporting the day-to-day operations and ongoing development of the College's IT environment. Working collaboratively within the IST Team, this position contributes to maintaining secure, efficient, and high-performing systems while supporting staff and students across the College.

- Assist in maintaining the security, performance, and reliability of the College's IT infrastructure, systems, and applications.
- Administer and monitor core platforms including Microsoft 365, Apple, and Google environments, including Entra ID, Exchange, Teams, SharePoint, OneDrive, Defender, Intune, and Autopilot.
- Support the provisioning and maintenance of virtual machines and the installation and configuration of operating systems, including Windows, macOS, and Linux.
- Assist in the administration and monitoring of Windows Server environments, Active Directory, DNS, DHCP, firewalls, and network infrastructure including switches, routers, wireless access points, and IoT devices.
- Maintain and apply system updates, patches, and upgrades across infrastructure and applications.
- Monitor system health, endpoint compliance, and security alerts, escalating issues where required.
- Support backup processes, test restoration procedures, and contribute to data recovery and business continuity planning.
- Assist in generating reports and analysing system performance, security incidents, and operational metrics.
- Promote cybersecurity awareness and safe computing practices across the College community.
- Support the response to cybersecurity incidents in line with Standard Operating Procedures.
- Liaise with vendors and service providers to log, track, and resolve technical issues.



- Contribute to compliance with cybersecurity standards, best practices, and regulatory requirements.
- Follow change management processes and contribute to continuous improvement initiatives.
- Maintain accurate documentation relating to systems, processes, and the Standard Operating Environment.

Other Duties (including but not limited to):

- Work closely with the IT Service Desk to provide technical support to staff and students.
- Maintain accurate and up to date records of enquiries and tickets, ensuring timely resolution.
- Create and manage user accounts, licences, and permissions, including onboarding and offboarding of staff and students.
- Implement and maintain operating system imaging and deployment solutions.
- Assist with device lifecycle management, including refresh cycles and secure decommissioning of IT assets.
- Maintain accurate asset tagging and update the IT asset register.
- Provide IT and AV support for College events.
- Support the IST Team to meet operational requirements as needed.

Selection Criteria

Desirable Skills and Experience

- Working knowledge of Microsoft 365, Windows environments, Active Directory, virtualisation, Intune, Autopilot, networking, and scripting such as PowerShell.
- Strong problem solving skills and the ability to work both independently and collaboratively.
- A customer focused approach with strong communication skills and the ability to manage competing priorities.
- Demonstrated willingness to learn, adapt, and respond to feedback.
- Awareness of current and emerging technologies and trends.
- Experience working within an education environment is desirable.

Essential Criteria

- Certificate IV, Diploma, or Bachelor qualification in Information Technology, Computer Science, or a related field, or equivalent experience.
- Demonstrated experience in a similar IT support or infrastructure role.

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:	