



Job Description

Title:	IST Endpoint Administrator
Reports to:	Director of Information Systems & Technology
EBA/Award:	South Coast Baptist College Operational Agreement 2024
FTE:	1.0
Employment Type:	Permanent

Position Summary

The Endpoint Administrator is responsible for the end-to-end technical management, security, compliance and operational readiness of the College's endpoint environment.

The position takes ownership of the complete device lifecycle, including provisioning, deployment, configuration, maintenance, refresh, redeployment and secure disposal. The role also administers and supports Microsoft 365, Active Directory, file and print services, backup monitoring and content filtering.

Working closely with the Director of Information Systems & Technologies (DIST) and the broader Information Systems & Technologies (IST) team, the Endpoint Administrator ensures technology is secure, reliable, consistently configured and fit for purpose across teaching, learning and business operations.

Job Description

Key Responsibilities

Endpoint & Device Lifecycle Management

- Manage the complete lifecycle of College endpoint devices, including preparation, enrolment, deployment, allocation, replacement, collection, redeployment, secure wiping, recycling and disposal.
- Plan and coordinate staff and student device rollouts, ensuring devices, applications, accessories, communications, records and support arrangements are ready within agreed timeframes.
- Maintain standard operating environments and approved configurations for laptops, desktops, iPads, shared devices, kiosks and other College-managed endpoints.
- Maintain appropriate levels of deployment stock, spare devices, loan equipment, accessories and peripherals to support operational continuity.
- Maintain accurate asset records, including tagging, stock control, allocation, warranty, repairs, loans, replacements and disposal.
- Conduct periodic asset reconciliation and provide reporting on fleet accuracy and lifecycle risks.

Endpoint Management, Security & Compliance

- Administer and continuously improve mobile device management platforms, including Microsoft Intune, Windows Autopilot, Jamf and Google Admin Console.
- Develop and maintain device enrolment profiles, configuration policies, security baselines, compliance policies, application assignments, update rings and deployment groups.



- Monitor endpoint health, encryption, operating system currency, patching, security posture and compliance.
- Investigate endpoint exceptions and implement timely remediation.
- Promote safe and effective technology use in accordance with College cybersecurity, privacy, governance and acceptable-use requirements.
- Support the IST team in responding to cybersecurity incidents in accordance with approved incident-response procedures.

Applications & Software Management

- Package, test, deploy, update and retire approved applications across managed devices.
- Ensure application deployments are appropriately tested and managed through established change management processes.
- Maintain approved application configurations and deployment standards.
- Monitor software currency, licensing and deployment requirements.
- Develop scripts, automation and repeatable workflows to improve application and device management processes.

Microsoft 365 & Identity Administration

- Administer relevant Microsoft 365 services, including user and group administration, licensing, Entra ID, Teams, Exchange Online, SharePoint and OneDrive within delegated responsibilities.
- Support Active Directory and Group Policy administration.
- Support staff onboarding and offboarding by ensuring accounts, access, licences and devices are provisioned, amended or removed accurately and securely.
- Investigate and resolve identity, access and Microsoft 365 issues within the scope of the role.

Infrastructure & Technical Support

- Provide operational support for Windows and Linux Server environments, Active Directory, Group Policy, file and print services, backup monitoring, patching and content filtering.
- Provide Level 2 and Level 3 support for complex endpoint, identity, application and Microsoft 365 incidents.
- Analyse recurring technical issues and trends, undertake root cause analysis and implement preventative actions.
- Liaise with vendors and internal stakeholders to resolve escalated technical issues.
- Escalate infrastructure, network and security matters to the appropriate IST team member where required.

Asset, Procurement & Technology Planning

- Provide endpoint lifecycle forecasts, fleet insights and technical requirements to support procurement planning, budgeting and technology roadmaps.
- Monitor device age, warranty status, performance, replacement requirements and lifecycle risks.
- Assist with the evaluation and implementation of new endpoint technologies and solutions.
- Ensure procurement and deployment activities align with approved College standards and technology requirements.

Service Delivery & Change Management

- Follow ITIL-aligned incident, request, asset, knowledge and change management practices.
- Ensure production changes are appropriately assessed, approved, tested, documented and communicated.



- Collaborate with the Service Desk and broader IST team to ensure effective handover, support readiness and consistent service delivery.
- Ensure endpoint services are reliable, secure and fit for purpose across teaching, learning and business operations.
- Ensure availability and active participation during critical operational periods, including device and software rollouts, student assessments and key College events.

Documentation & Continuous Improvement

- Develop and maintain technical documentation, build guides, deployment checklists, knowledgebase articles, support procedures and configuration standards.
- Produce regular reporting on device compliance, fleet health, deployment progress, asset accuracy, patch status, lifecycle risks and improvement opportunities.
- Identify opportunities to improve endpoint reliability, security, efficiency and user experience.
- Analyse recurring issues and implement preventative and process improvements.
- Maintain current knowledge of endpoint technologies, cybersecurity practices and emerging technology trends.

Team Collaboration & Customer Service

- Work collaboratively with the Service Desk and broader IST team to deliver effective and consistent technology services.
- Provide a friendly, professional and customer-focused approach when supporting College staff and students.
- Communicate technical information clearly to users with varying levels of technical knowledge.
- Work closely with the Director of Information Systems & Technologies to support the planning, coordination and delivery of operational technology initiatives.
- Perform other duties consistent with the skills, responsibilities and classification of the position, as required.

Selection Criteria

Essential Skills and Experience

- Demonstrated experience administering Microsoft 365, Microsoft Intune and Active Directory in a production environment.
- Demonstrated experience managing endpoint devices and using scripting or automation to improve operational efficiency.
- Experience supporting Windows, macOS, iOS and ChromeOS devices within a centrally managed environment.
- Strong troubleshooting, analytical and problem-solving skills, with the ability to undertake root cause analysis.
- Ability to work independently while contributing effectively to a collaborative team environment.
- Strong customer service and communication skills, with the ability to work effectively with staff across different areas of the College.
- Ability to manage competing priorities, meet deadlines and respond effectively during critical operational periods.
- Demonstrated willingness to learn, adapt to new technologies and respond positively to feedback.
- Awareness of current and emerging technologies, cybersecurity practices and industry trends.
- Experience working within an education environment is advantageous.



Qualifications and Experience

- Cert IV, Diploma or Bachelor's degree in Information Technology, Computer Science or a related field, or equivalent relevant experience.
- Minimum two years' experience in a similar IT systems, endpoint or technical administration role is preferred.
- Relevant industry certifications, such as Microsoft, Apple, Google or ITIL certifications, are desirable.

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:	