



# ST NORBERT COLLEGE

## ROLE DESCRIPTION

### **TITLE: LEVEL 2 IT SUPPORT OFFICER**

It is the vision of St Norbert College to create a Christian community which lives the Gospel values, offers a nurturing and inclusive school life for young people, and where our teaching staff provide an education which fosters the growth of our students pastorally, academically and socially and equips them with the means for life-long learning.

To be successful in the role you will be a supportive and active contributor towards the realisation of our vision, playing an important part in the culture of the College and the future of our students.

St Norbert College require a person with a sound technical background with a high level of skill in operating and maintaining enterprise technologies including Apple, Cisco, Microsoft, Virtualization and SAN solutions.

The St Norbert College IT infrastructure consists of Cisco switches and a Meru wireless network with over 1000 Apple Laptops and 29 Virtual Servers running on Microsoft Server 2012 R2 Hyper V.

#### **CORE REQUIREMENTS**

- Proficient communication and interpersonal skills
- Able to positively interact with staff and students of varying ages
- Be supportive of the Catholic and Norbertine ethos of the College
- Able to work as an individual as well as part of a team
- Hold a current Department of Education and Training Police Clearance and a Working with Children Check

#### **PROFESSIONAL REQUIREMENTS**

- Well-developed problem solving skills
- Well-developed planning and organisational skills
- Experience with Microsoft Server 2012 R2, Exchange Server, SQL and Hyper V.
- Experience with Apple computers an advantage

#### **DUTIES**

To provide front line IT support to staff and students. To ensure that requests for support are dealt with promptly and appropriately.

- To maintain the existing servers, computers and peripherals to standards determined by the Director of ICT, by performing upgrades, new installations and carrying out routine procedures
- To facilitate the resolution of server and network issues.
- To install and configure operating systems to agreed standards under the direction of the Director of ICT
- To deploy computers and associated peripherals including new installations and the redeployment of existing equipment
- To install and configure software to agreed standards under the direction of the Director of ICT
- To provide technical support and information to all users of College hardware, software and associated peripherals
- To undertake such other work as may be assigned by the Director of ICT

#### **ADDITIONAL CONSIDERATION FOR ALL COLLEGE STAFF**

All College staff have similar responsibilities as identified below:

- Perform conscientiously and confidently the duties that are assigned by the Director of ICT
- Maintain positive working relationships with other staff and assist each other in busy times
- Provide a Christian leadership role by their own example for the benefit of all members of the College community
- In the case of a Catholic staff member, to participate actively in the life of the Church. (All members of staff are strongly encouraged to grow in their faith in God and to give authentic expression to their faith in their personal and professional lives)
- Attend Liturgies and College activities as the Principal may require.