



Sheldon College Position Description



ICT Systems Administrator

Department:	Corporate
Responsible to:	Principal
Reports to:	Director of ICT

Welcome to Sheldon College

Sheldon College is an independent, co-educational, non-denominational College situated in Redland City, catering for students from 15 months of age through to Year 12. Our Mission is "to provide a quality educational experience in an environment that encourages and enables our students to succeed in a constantly changing world".

We provide a first-class curriculum in the academic, sporting, and cultural arenas with access to state-of-the-art classrooms, laboratories, resource centres and studios, as well as cultural, performing arts and sporting facilities. This ensures we deliver on our commitment to provide outstanding education in a safe, secure learning environment, underpinned by our philosophy of Love, Laughter and Learning.

Sheldon College's innovative curriculum places a strong emphasis on students being engaged with authentic practices and skills that can later serve more complex endeavours. Sheldon College's Edu-tech ecosystem is diverse and provides support across the College community. The College's iPad Program for Early Learning through to Year 3, is complemented by the Years 4 to 12 self-managed device program. The College also provides access to dedicated industry-specific Microsoft and Apple computer labs, iPads and range of digital pedagogy tools and interactive technologies within our ArtScapes and LINQ Precinct Facilities.

Position Overview

The Systems Administrator is an integral role in supporting the implementation of the College's ICT Strategic Plan across the College. This role will be part of a collaborative and highly dynamic team, and as a member of the ICT Services Team will be responsible for providing leadership and operational management of the College's server and services environments, security posture, data centre event and performance monitoring, unified communications, and other systems management as determined by the ICT strategic direction of the College.

This role has KPIs within following areas:

- Systems strategy and services planning.
- Project development, implementation, and documentation.
- Service delivery, operation, and monitoring.





Your Responsibilities

Leadership

- Provide technical leadership and guidance in designing, configuring, and maintaining the College server environment.
- Determine future requirements and develop project plans to meet the service availability, performance, and security posture of the College.
- Design fit for purpose policies, configurations, and documentation.

Operational

- Monitor systems and service capacity (performance & resource utilisation) and take proactive action to prevent avoidable outages.
- Reduce operational risk of the server environment.
- Manage systems and services access, evaluation, and documentation practices.
- Monitor and analyse the overall performance of systems and services to assess the need for performance tuning, updates, enhancements, and preventive maintenance.
- Troubleshoot and diagnose systems and service issues and determine the most appropriate technical solutions to improve operational performance.
- Work with partners and vendors to efficiently deliver major projects and integrate emerging technologies.

Role Specific

- Design and implement modern, sustainable, and fit for purpose ICT solutions.
- Develop, implement, and maintain policies, procedures for systems administration, usage, and disaster recovery.
- Manage physical, virtual server infrastructure and supporting hypervisor.
- Maintain high availability and replication between server clusters.
- Provision, manage and maintain Windows and Linux servers.
- Ensure Infrastructure and data is reliably backed up.
- Manage the Active Directory Domain.
- Oversee the following services:
 - Application and SOE deployment for PC and Mac clients.
 - Public Announcement, Emergency Broadcast.
 - Operation, maintenance and integration for building security and CCTV.
 - Administration of Microsoft 365 services (Exchange, Teams, SharePoint).
 - Print Fleet and operational environment.
 - User authentication and integration with third party applications.
- Document Infrastructure, services, and policies.



- Flexibility to adjust to shifting priorities and rapid change.
- Ability to work and team with people within and outside of ICT to balance demands.
- Ability to deal efficiently with escalations and difficult situations/people under pressure.
- High level of interpersonal, communication, organisational and decision-making skills.
- Ability to effectively and energetically present technology and business case propositions to peers, and executive leadership.
- Analytical abilities, coupled with a strong sense of ownership, urgency, and drive.
- Ability to understand and explain many different technologies and to communicate technical concepts in non-technical terms.
- Awareness of and commitment to a strong customer service ethos.

Experience

- Demonstrated experience in managing:
 - Nutanix, Veeam Backup Solutions, Active Directory, Microsoft 365 (Products, Apps, and Services) and Microsoft Azure.
- Demonstrated experience in various aspects of server and systems design and implementation, with tangible, relevant and demonstrated experience in delivering projects within scope and budget.
- Demonstrated experience in dealing with external vendors and suppliers.
- Proven ability to understand systems requirements and translate them into solutions including developing designs, device configurations, providing solutions and support to various end user environments.
- Work with a ITIL focus and methodology.
- 2+ Years' experience with research, evaluation, and designing of ICT technologies, Security, Cloud, Communications and Automation as it relates to infrastructure.

Workplace health & safety

- Ensure that safe procedures are in accordance with the College's Occupational Health & Safety Policy.

Certifications

- Relevant industry accreditation / certifications would be desirable.
IE: ITIL, MCSE