

# Network and Systems Specialist

## Catholic Schools Office Armidale

### Position Description

[Click here to apply.](#) Applications close 14 May 2021.

<b>Salary Range (full-time)</b>	\$92,997 - \$105,633 per annum
<b>Reports to</b>	Manager ICT Services
<b>Team</b>	Finance, Facilities and ICT
<b>Location</b>	Catholic Schools Office Armidale
<b>Employment type</b>	Full-time (1.0 FTE)
<b>Employment status</b>	Permanent
<b>Hours per fortnight</b>	70 (Monday to Friday 8.30AM - 4.30PM) Additional hours may be required

### About the Catholic School's Office

The Catholic Schools Office (CSO) Diocese of Armidale serves 24 systemic schools; 19 primary, two central (K-10) and three secondary (7-12) across the New England and North West region of NSW. The Catholic Diocese of Armidale is the second-largest diocese geographically in NSW and within our boundaries are the major centres of Armidale, Tamworth, Gunnedah, Moree, Narrabri, Inverell and 13 other towns including; Uralla, Walcha, Guyra, Tenterfield, Glen Innes, Walgett, Manilla, Warialda, Barraba, Mungindi, Wee Waa, Boggabri and Quirindi. The CSO supports schools across the Diocese in building a Catholic Professional Learning Community for almost 1,000 employees in teaching and non-teaching roles, and 6,000 students.

Staff at the CSO are responsible for providing educational, administrative, information and communication technology, industrial, financial and employee services support to these schools. All employees of the CSO have a shared vision: to work together and with school teams to improve learning, teaching and wellbeing, and to do this work with a common purpose centred on a contemporary Catholic worldview of bringing all to the

fullness of life.

For further information on the organisation, please visit [www.arm.catholic.edu.au](http://www.arm.catholic.edu.au).

## **Position Purpose**

The primary purpose of the Network and Systems Specialist is to support the schools and offices of the Catholic Diocese of Armidale with the design, deployment, management and support of the network services provided to the CSO and schools to ensure the systems have high availability, are secure, are backed-up, and appropriate for purpose. The Network and Systems Specialist will also be required to substantively contribute to the design, deployment, management and support of all CSO ICT Services projects, systems and services.

As a member of a small and committed ICT Services team the Network and Systems Specialist will be required to proactively provide support and assistance to all ICT business as usual and project based tasks. The position will be required to interact with staff at all levels of the organisation and share information and work collaboratively with all ICT Services team members.

The Network and Systems Specialist will provide local system and infrastructure management and support, as well as coordinating work with external parties to deploy new infrastructure and support existing systems. The position will assist in the selection and implementation of new server and network infrastructure, and the design and management of the CSO WAN and office and school LAN environments.

The Network and Systems Specialist is responsible for maintaining and monitoring all network, security and CSO server systems to meet the organisation's current and future requirements, advise of structural or capacity issues, and develop plans to overcome increasing network and system demands.

The position will be based at either the CSO Office, located at 2/131 Barney Street, Armidale or CSO Tamworth Hub, located at 2/137 Marius Street, Tamworth.

## **Commencement**

The commencement date for this position will be negotiated with the successful applicant.

## Key Responsibilities

Duties related to the position would normally include but are not limited to the following:

Key area	Task
<p><b>Network and System design, management and support</b></p>	<ul style="list-style-type: none"> <li>● Responsible for the management, maintenance and documentation of cloud services, storage, virtualised environment, servers, network devices and ancillary equipment.</li> <li>● Monitor systems, identify performance issues and resolve outages proactively</li> <li>● Manage the development and maintenance of standards for               <ul style="list-style-type: none"> <li>○ CSO and school fixed and wireless LANs</li> <li>○ Disaster recovery</li> <li>○ Data Storage and Back-up</li> <li>○ Servers and operating systems</li> <li>○ Configuration Management</li> </ul> </li> <li>● Provide regular network and system capacity and performance reports to the Manager ICT Services.</li> <li>● Report to the Manager ICT Services on network and system issue resolution, including root cause analysis for unplanned outages, and provide updates to the ICT Services team to ensure appropriate communications and internal knowledge sharing.</li> <li>● Provide Level 2 and 3 support for Network and System services and general assistance to all staff as required.</li> <li>● Create and maintain written procedures for Level 1 service desk tasks.</li> <li>● Escalate service requests to external vendors if needed and monitor and manage the performance of the vendor through request resolution.</li> <li>● Liaise with Catholic Education Network (CENet) for CENet provisioned services requirements and support.</li> <li>● Work with other members of CSO ICT Services to perform emergency and routine maintenance to CSO and school infrastructure and services.</li> </ul>
<p><b>Support CSO Armidale and schools in the continued improvement of systems and processes, supporting learning and administration</b></p>	<p>Including but not limited to:</p> <ul style="list-style-type: none"> <li>● Contribute to the strategic planning process for CSO ICT Services and the development and progress of associated ICT operational and project plans.</li> <li>● Document and share knowledge and learnings with ICT Services team members to ensure continuity of services.</li> </ul>

	<ul style="list-style-type: none"> <li>● Provide advice on industry trends in network and system infrastructure for education and corporate use.</li> <li>● Contribute to and implement principles, policies, standards and guidelines for systems management, network architecture, ICT security and Disaster Recovery.</li> <li>● Identify and recommend opportunities for infrastructure and network architecture improvement.</li> <li>● Contribute to the formation of proposals and costing for future projects and system improvements</li> <li>● Provide training and assistance to school based technical staff as required.</li> <li>● Participate in the procurement process and establishment of maintenance contracts for network and systems infrastructure, cloud and local systems and storage and associated management systems.</li> <li>● Represent the requirements of CSO Armidale effectively with external companies and agencies.</li> <li>● Contribute to ICT projects and undertake other tasks as directed by the Manager ICT Services.</li> </ul>
<p><b>Provide ICT Service Desk support to the CSO and schools</b></p>	<ul style="list-style-type: none"> <li>● Work with the other members of the ICT Services team to ensure that service requests lodged by the CSO and schools are resolved in a timely manner.</li> <li>● Effectively communicate with CSO and school staff on the progress of support and new service requests, including ensuring the resolution is acceptable to the requestor on completion.</li> </ul>
<p><b>Actively promote the Vision and Mission of Catholic education in the Diocese</b></p>	<ul style="list-style-type: none"> <li>● Modelling the values inherent in Christ's teaching, namely, the discipleship we hope the graduates of our schools will commit to.</li> <li>● Supporting the role of all staff as instruments of evangelisation.</li> <li>● Ensuring that collaboration and stewardship underpin the leadership and management of the System of Schools, recognising the complementary roles of pastors, parents and teachers in the ministry of Catholic education.</li> </ul>

This Position Description may be amended in order to meet the operational and strategic goals of the Catholic Schools Office. You may also be required to carry out other duties reasonably required by the Catholic Schools Office, Armidale after appropriate consultation.

## Selection criteria

### General expectations of staff at the Catholic Schools Office

- Respect of and a commitment to the Catholic ethos and a willingness to foster it.
- Serve the employer faithfully, honestly, efficiently and diligently and exercise all due care and skill in the performance of your duties.
- Act as a team member, developing and supporting the philosophy and ethos of the team.
- Ensure appropriate behaviours when engaging with children.
- Willingness to undertake professional development.
- Maintain strict observance of school policies, rules and procedures including the reporting of improper or unethical conduct.
- Observe and comply with all WHS protocols.
- Ensure all colleagues, students and parents are provided with quality service in a timely, efficient and friendly manner.
- The ability to maintain strict confidentiality and to exercise discretion and sound judgement.
- Act in a professional and respectful manner at all times.
- Comply with the [Framework for the Accreditation of Staff in Catholic Schools](#).
- Employment with the Catholic Schools Office Armidale is conditional upon successful applicants having or obtaining a valid and current NSW Working with Children Check Clearance.

### Essential criteria

- Bachelor's Degree in Computer Science (or similar)
- 3 + years managing complex IT and communication systems, services and infrastructure experience working in dynamic and geographically distributed multi-site environments
- Demonstrated infrastructure architecture planning experience
- Highly defined analytical, and problem solving skills, and demonstrated experience managing the response to complex ICT incidents
- Excellent written and verbal communication skills including demonstrated ability to:
  - Build strong and effective relationships with stakeholders and colleagues
  - Prepare documentation and plans, develop procedures, and implement standards for systems reporting
  - Communicate effectively with both technical and non technical stakeholders

- Manage external vendor relationships to ensure best practice and value
- Excellent organisational skills including attention to detail
- Highly effective time management and ability to prioritise between multiple projects
- The ability to work collaboratively as a highly effective team-member
- The ability to work autonomously and take ownership of issues and projects
- NSW Driver's Licence

### **Desirable**

- Cisco CCNA certification
- ITIL Foundations Certification
- Demonstrated experience using Google Workspace and Cisco Meraki management portals
- Demonstrated experience working in a small and agile multidisciplinary team
- Knowledge/Experience of complex information systems integration
- Knowledge/Experience in an educational environment

### **Application**

For questions regarding the professional nature of this position, please contact Richard Pursey - ICT Services Manager on 0435 659 765 or email [rpursesey@arm.catholic.edu.au](mailto:rpursesey@arm.catholic.edu.au).

Before submitting your application, please ensure the following:

- You have carefully read the position description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications.
- **Complete the relevant online application form** by [clicking here](#) and attach a cover letter (optional) and CV that clearly outlines your qualifications and career history.

*Preferred applicants must have the right to work in Australia and will be subject to employment screening.*