

IT OPERATIONS LEAD

Reporting to:	Director of Information & Learning Technologies
Location:	Concordia College, 24 Winchester Street Highgate
Classification:	As determined by the College within the current <i>Lutheran Schools SA Enterprise Agreement</i>
Tenure:	Continuing full-time
Time Allowance:	1.0 FTE

ROLE DESCRIPTION

The IT Operations Lead, who reports to the Director of Information & Learning Technologies, oversees evaluating, setting up, and maintaining the server and application infrastructure that supports the ICT needs and helps the school achieve its learning and teaching goals.

The IT Operations Lead is responsible for the proficient management of the Service Desk operations. The IT Operations Lead will provide reliable and helpful customer service, which is forward-thinking, collaborative, and trustworthy by understanding user requirements and building good relationships with staff, students and parents. This position will work with clients on the evaluation, creation and use of new technology that supports the school's learning and teaching goals.

ESSENTIAL REQUIREMENTS

- a commitment to the faith life of the College and its Lutheran identity
- qualifications and experience commensurate with the role
- completed Working with Children Check and Responding to Risks of Harm, Abuse & Neglect training
- First Aid accreditation (preferable)

SELECTION CRITERIA

ICT	<ul style="list-style-type: none"> • significant knowledge of a broad range of contemporary and emerging digital technologies • demonstrated understanding and experience in Server and File System Backup and Restore • 5+ years' experience in an ICT Systems Administration support role within an organisation of similar size and complexity • Office 365 Administration (Exchange, OneDrive, user and licence management) • working with Windows Server 2012+ Configuration and administration • Windows and Mac OS support • customer service • work as part of a cross campus team
Competencies	<ul style="list-style-type: none"> • collaboration • effective prioritisation • completes tasks in a timely fashion and to a high standard • ability to multi-task
Personal Qualities	<ul style="list-style-type: none"> • excellent interpersonal skills • supportive • helpful • reliable, punctual • able to work in a self-initiated and self-directed manner • highly developed formal and informal communication skills • organised, pro-active shows initiative • flexibility in tasks • independent and group focused • mentors and shares knowledge with colleagues