



Frederick Irwin Anglican School

A School of the Anglican Schools Commission (Inc)

DUTY STATEMENT: INFORMATION TECHNOLOGY TECHNICIAN 3

FUNCTION

To support the Information Technology Manager in providing reliable delivery of computing facilities to the staff and students of Frederick Irwin Anglican School.

RESPONSIBILITY

The Information Technology Technician is answerable to the Principal or Business Manager for all items of policy and discipline and reports to the Information Technology Manager on a daily basis.

REQUIREMENTS OF POSITION

Good interpersonal skills
Excellent computer diagnostic skills
Computer literate with accurate data entry skills
Current Working with Children Check
Current Police Clearance
'C' Class Drivers Licence
Experience of working in a similar IT environment and/or IT qualification is desirable
Ability to work independently as well as in a cooperative team environment

DUTIES

- Provide hardware and software support to staff and students for infrastructure equipment including laptops/desktops, printers, servers, network devices and mobile devices
- Identify hardware issues and resolutions
- Remain current on industry standard technologies and best practices
- Administration and troubleshooting of Office365 applications such as Outlook, Onenote Class Notebook, Teams. Development skills in Sharepoint, Power Automation and Powerapps will be highly regarded.
- Web page development for internal school web locations
- Consult with users to evaluate procedures and processes with regard to automating tasks
- Documentation of in-house software and technical processes and procedures
- Troubleshooting of Windows Servers both Physical and Virtualized, DHCP, DNS, IIS, Antivirus, NPS
- Manage Group Policy Objects, including Group Policy Preferences, for desktops configuration
- Create, change, or otherwise modify user and computer accounts as required
- Contribute to and maintain system standards
- Research and recommend innovative, and where possible automated approaches for system administration tasks
- Monitor and manage file system storage
- Lodgment of laptop warranty claims
- Repair and recover from hardware or software failures. Coordinate and communicate with affected users
- Perform laptop and desktop builds from a corporate image
- Desktop patch management both Microsoft and non-Microsoft applications
- Application packaging and deployment for both Microsoft and non-Microsoft applications
- Cross train IT staff as required
- Monitor Virtual Desktop Infrastructure Environment
- Monitor and maintain web filtering proxies
- Perform ongoing performance tuning
- Carry out other duties that are within the limits of the employee's skill and competence
- Undertake specific training as required to efficiently complete required tasks
- Administer and monitor backups

- Consult with the Information Technology Manager on the planning, coordination and implementation of network security measures in order to protect data, software and hardware
- Maintain email filtering policies
- Maintain web site block/allow policies
- Consult with network users on resolving existing system problems encountered
- Research new technology and assist in its implementation where applicable
- Analysis of system logs with a view to identifying/resolving potential issues
- Management of Papercut printer management software
- Any other duties as directed by the Information Technology Manager, Business Manager and/or Principal

Reviewed 2020