

POSITION DESCRIPTION

POSITION TITLE:	Senior Information Technology Officer – Infrastructure
SECTION:	Information Technology and Services
REPORTS TO:	Team Leader Infrastructure
CLASSIFICATION:	Professional Officer - Level 2
AWARD:	Townsville Catholic Education Office Enterprise Agreement 2019 – 2023
LOCATION:	Townsville Catholic Education Office

OUR ORGANISATION

Townsville Catholic Education (TCE) supports 29 schools within the Diocese, located throughout a diverse region including urban and rural environments extending to Mount Isa to the west, Proserpine to the south and north to Ingham. TCE provides a diverse range of education choices including primary, secondary and Prep-to-Year 12. Each setting provides a high educational standard in a caring and a stimulating environment. The Diocese has a growing Indigenous education program and some of our schools offering both boarding and day-student facilities.

TCE employs in excess of 2,500 teaching, professional and ancillary/support employees to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be a contributing member of the community in their adult lives.

The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who found Catholic Education in the Townsville Diocese in 1872.

Please visit our website for additional information <https://www.tsv.catholic.edu.au/>

OUR SYSTEM VISION

“The promotion of the human person is the goal of the Catholic school”

THE CATHOLIC SCHOOL ON THE THRESHOLD OF THE THIRD MILLENNIUM, 1998



ABOUT THE ROLE

The Information Technology Officer Infrastructure role holder is an IT professional who manages a number of services within the Information Technology and Services Team (ITS). The SITO is responsible for the provision of services to achieve TCE's strategic outcomes.

Working with key stakeholders, the SITO has a delivery focus that works to provide creative solutions for improved services and outcomes within ITS.

The SITO will work as part of the team to configure, plan, monitor and manage Site Infrastructure services across TCE. Additionally, the incumbent will recommend and implement approved changes to improve and create efficiencies in the Site Infrastructure services catalogue. The incumbent will participate in the development, testing and execution of business continuity and Sites Infrastructure planning to enable TCE to maintain and enhance information technology innovation in the classroom.

The SITO reports directly to the Team Leader Infrastructure and may lead small ad hoc teams.

KEY ACCOUNTABILITIES

- Produces and is accountable for system designs and specifications, and overall architectures, topologies, configuration databases and design documentation of IT Infrastructure. For example: servers and storage, WAN and LAN networks, end-user device management, Video Surveillance Systems, video conferencing platforms, audio-visual and other technologies within TCE.
- Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics.
- Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised and cloud environments. Implements agreed infrastructure changes and maintenance routines.
- Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure.
- Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures.
- Provides reports and proposals for improvement, to specialists, users and managers.
- Establish and maintain a collaborative working arrangement with other teams within ITS, TCE and external service providers, to ensure quality service outcomes for students, teachers, employees and schools
- Effectively acquire, maintain and apply knowledge of relevant IT standards, best practice and processes to ensure quality service outcomes for students, teachers, employees and schools
- Participate in determining goals and ITS planning and coordinate implementation
- Undertake appropriate IT works to meet agreed service levels
- Design the specification and application of standards within ITS Site Infrastructure Services
- Assist in the design, procurement, installation, upgrading, operation, control maintenance and effective use of end-user devices and monitor performance
- Research suppliers and maintain an understanding of the ICT environment
- Assist in vendor management and procurement
- Develop and prepare business and analytical reports and respond to internal correspondence
- Lead or assist in various project activities and programs as required

- Produce and review outline system designs and specifications and overall architectures, topologies, configuration databases and design documentation of networks and networking technologies within TCE
- Adopt and adapt appropriate systems design methods, tools and techniques, selecting appropriately from predictive (plan-driven) or adaptive (iterative/agile) approaches
- Design large or complex systems, undertaking impact analysis on major design options and trade-offs
- Availability for after hours and on-call work arrangements as required
- Occasional travel may be required
- Other duties as directed.

STATEMENT OF RESPONSIBILITY

The carriage of the role will always presume the role-holder's responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies.

The employee will be expected to abide by the *Statement of Principles for Employment in Catholic schools*, the *Staff Code of Conduct* and other Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters.

Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities.

Each employee is responsible for ensuring his/her health, safety and wellbeing and is expected to not willingly place at risk the health and safety of one's self or others.

Employees will:

- Adhere to Work Health and Safety instructions
- Promote a commitment to safe work practices
- Be familiar with workplace incident, hazard and accident reporting and emergency procedures
- Take reasonable action to avoid, eliminate or minimise risk and hazards
- Utilise personal protective equipment
- Participate in the development of a safe and healthy workplace
- Seek information and advice as necessary and comply with instructions.

ABOUT YOU

Experience

- At least four years' experience working in ICT roles
- Demonstrated ability to lead small teams.
- Demonstrated ability to plan product lifecycles and develop and maintain documentation
- High-level troubleshooting IT Infrastructure

Knowledge

- Demonstrated knowledge of vendor contract management
- Knowledge and resilience in managing stressful situations.
- MECM/SCCM

- SOE images
- BGP, STP, VPN, DMVPN, NAT, DNS and VoIP

Skills

- Well-developed conflict resolution skills, with the ability to facilitate difficult conversations
- Well-developed attention to detail with the ability to balance competing deadlines
- An ability to communicate effectively and confidently with a range of employees across TCE
- Developed interpersonal skills, including an ability to build and maintain productive relationships with a broad stakeholder group.
- Cisco networking
- HP/Aruba networking
- SIP PBX & VoIP
- Storage
- Server
- Data Centre
- Cloud (AWS, Azure, etc)
- Network monitoring and troubleshooting
- Group policy management, PowerShell, and MDM platforms
- Audio-visual Technology

Mandatory Criteria/Professional Registration/Other

- Current *Working with Children Suitability Card* or eligibility to obtain same *
- Tertiary qualifications in a related field
- Current Driver's Licence
- Ability to travel from time to time within the Catholic Diocese of Townsville
- Ability to perform the physical requirements of the role in a safe manner.
- Ability to be available for P1 outages as it relates to network or server infrastructure

*In line with Diocesan policy, it is a requirement that all Workers in the Diocese of Townsville (agencies and parishes) confirm they have received two doses of the COVID-19 vaccination or have a valid health exemption by 17 December 2021. **Please note that this policy and process is not applicable to workers who work in schools operated by Townsville Catholic Education.***

* The successful candidate will require a paid Blue Card before commencement as per the No Card, No Start policy developed by Queensland Government.

Desirable Criteria

- PRINCE2 Qualifications
- ITIL4 Qualifications
- Certificate IV in Government Investigation
- Relevant industry experience in the education sector

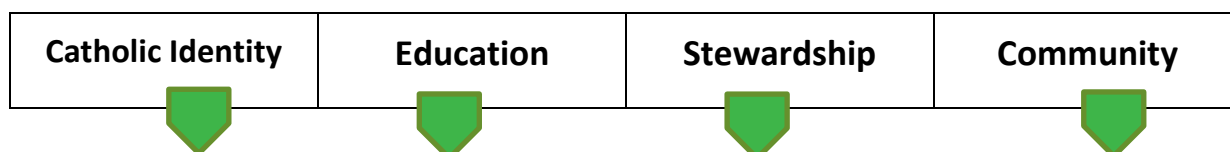
Some employees may be subject to pre-employment medical assessments during the selection process. Depending on the nature of the position, it may be necessary for successful applicants to be immunised against certain preventable diseases in order to minimise the risk of transmission.

HOW YOU WILL BE ASSESSED

How we do things is as important as what we do, therefore you will be assessed on your ability to use your experience, knowledge, skills and competencies confidentially with good judgement and wisdom. You will be assessed on your ability to demonstrate the following four capabilities: Personal, Professional, Relational and Organisational within context to the key accountabilities identified above. You will be expected to integrate knowledge, skills and attitudes within scope of the TCE Leadership Domains of: Catholic Identity, Education, Stewardship and Community in line with the Strategic Direction, Vision and Values.

Identity and Ethos

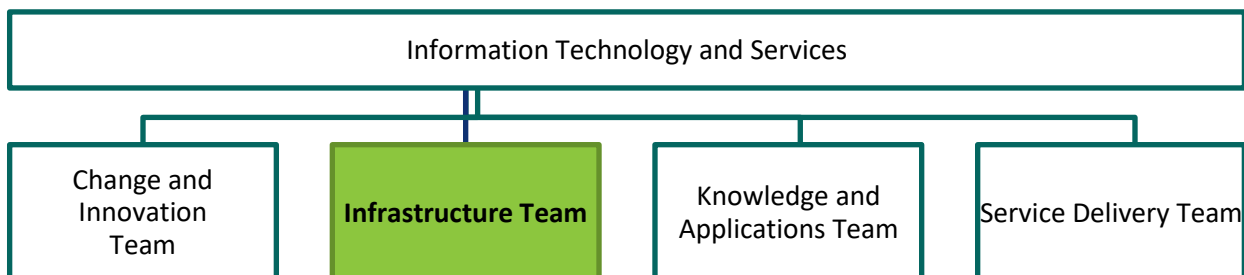
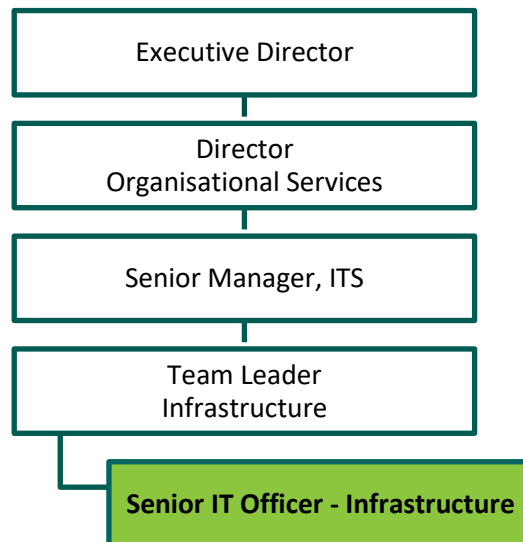
Strategic Organisational Leadership Success



Capabilities	
Personal	Professional – Knowledge and Understanding
Engages in self-reflection	Is contextually aware and responsive
Gives witness to personal faith and commitment	Integrates a Catholic stance in area of responsibility
Demonstrates intellectual acuity	Shapes and implements change processes
Displays a sense of self-efficacy and personal identity	Demonstrates appropriate styles of decision making
Uses intuition as well as logic and reason	Inspires a collegial purpose and vision
Projects confidence, optimism and resilience	Develops efficient and robust structures and systems
Exemplifies honesty and integrity	Focuses on core outcomes and accountabilities
Demonstrates ethically responsible behaviours	Engages in workplace learning and relevant professional development
Is morally courageous	Operates with a sound educational focus
Demonstrates a commitment to personal spiritual growth	Operates with a spirit of service and professionalism
Displays imagination and vision	Develops moral purpose
Integrates work and personal life	Demonstrates capacity to provide professional support
Engages with the Catholic culture	
Is culturally sensitive	
Social and Interpersonal	Organisational
Is relationally adept	Gives priority to the Church's mission in education
Is emotionally mature	Engages in strategic and future thinking, aware of the big picture
Is guided by the spirit and teachings of the Gospel	Develops organisational capacity to respond to contemporary and future needs
Communicates with influence	Avoids imposing old paradigms on new realities
Is authentically present	Fosters a growth promoting workplace
Displays a trusting disposition	Exercises principled and ethical stewardship
Cultivates collaborative and productive working environments	Contributes to organisational sustainability
Engages in positive politics	Builds a sharing organisational culture that focuses energies and talents
Nurtures leadership capability in others	Operates in fidelity to Catholic social teaching and environmental responsibilities

REPORTING & OTHER RELATIONSHIPS

The Senior Information Technology Officer – Infrastructure is accountable in the first instance to the Team Leader Infrastructure and then to the Senior Manager, Information Technology and Services. The Senior Information Technology Officer – Infrastructure consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.



ACKNOWLEDGEMENT

I have read, understood and acknowledge the scope and responsibility of the position outlined in this position description.

Employee Name:	
Signature:	Date: