



## POSITION DESCRIPTION

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**JOB TITLE:** Information Communication and Technology (ICT) Administrator

**REPORTS TO:** ICT Manager and Business Manager

**HOURS OF DUTY:** 38 hours per week

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The ICT Administrator is appointed by the Principal and acts under the direction of the ICT Manager and also the Business Manager of the College for all other matters. The ICT Administrator works in collaboration with all staff and demonstrates commitment to the College's Mission Statement and the Charter for Catholic Schools in the Edmund Rice Tradition.

### Role and Scope

The role not only provides first level technical support for the College community but also support and administration for most levels of the College's ICT infrastructure. The position assists in the operation and administration of all of the College's ICT and audio visual resources including system administration, data management, communications, security and printing facilities. The position also has responsibility for operating the College's audio visual equipment and administering the College's ICT services when the ICT Manager is off site. The position requires the occupant to develop working relationships with management, peers, students and other functional areas within the St James College community.

### Duties and Responsibilities

Day to day duties would include:

- Providing 1st level IT support to customers.
- Operation of the service desk and logging support tickets.
- Log and track warranty and ADP claims.
- Investigate and resolve faults or escalate higher level issues to the ICT Manager.
- Instruct and guide users in the use of hardware devices and software.
- Installation of new PC-related hardware, software, telephony and AV.
- Work with the ICT Manager for the purchase of hardware and software.
- Assist in asset management and other record keeping activities.
- Trial new hardware, software and systems and make recommendations.
- Maintain stocks of consumable items.
- Research and investigate new technology and initiatives.
- Take ownership of the College's AV facilities and support the College's assemblies and events.

Desired technical skills or experience.

- Good level of hardware knowledge for laptops, desktops, servers and network devices.
- Windows 10 administration, management and support.
- Broad exposure to a range of applications including the Microsoft and Adobe suite of products.
- Windows server 2008 and 2012 administration.
- Active Directory administration.
- Print system and printer administration.
- Office 365 administration.
- Microsoft Exchange administration.
- Microsoft SCCM 2012 administration.
- A working knowledge of The Alpha School System (TASS)

Personal Requirements:

- Ability to maintain positive and supportive connections with staff, students and administration
- High level troubleshooting ability.
- Analytical skills.
- Persistent.
- Good communication and organisational skills.
- A self-starter but able to work as part of a team.
- Patient and tolerant.
- Aptitude for technical activities.
- Methodical and disciplined approach to problem-solving.