POSITION DESCRIPTION
SYSTEMS & CONFIGURATION ANALYST

POSITION HOLDER:	Vacant
SECTION:	Information Services
POSITION REPORTS TO:	Information Services Operations Manager
REPORTS TO POSITION:	Nil
CLASSIFICATION:	The Friends' School (General, Early Learning & Fitness Staff) Enterprise Agreement 2024 – General Staff - Classification TFS Level 8
STUDENT CARE:	Yes
PERIOD OF APPOINTMENT	Permanent, full-time
HOURS PER WEEK:	38 hours per week

PURPOSE

To assist with administration, implementation, development and support of various information services through excellent communication and exercising initiative in the application of professional practices.

PRIMARY DUTIES

o Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.

o Planning, testing, implementing and developing and providing individual staff training for information services projects.

o Complete specialised tasks collaboratively, using specific technical skills, under limited supervision.

o Solve complex information services problems collaboratively, using independent discretion and judgement.

o Configuration, data manipulation, data import, data entry for information services and data bases.

o Administrative database management and school-wide data analysis.

o Level 2 & 3 support and systems administration for SEQTA, Synergetic,, SEQTA Analyse and Operoo Reach Boarding and other Information Systems as required.

o
Report preparation from SEQTA, Synergetic, SEQTA Analyse and Operoo using a high level of expertise and other Information Systems as required.

o Documentation of information services implementation and procedures for use.

- o Providing support to staff, student and parents who have support questions to fully utilise information services.

- o Administration of staff, student and parent accounts for various information services.

- o Level 2 and 3 support for Information Services specific systems.

- o Assist the Service Desk Team Leader with device management in JAMF, including the creation of deployment packages for the device fleets.

- o Assist the Service Desk Team Leader to train Service Desk and casual staff to undertake JAMF management and deployment tasks.

- o Maintain relevant systems and documents to ensure information is stored correctly and is easily accessible to other members of the IS support team.

- o Participate in relevant school Working Groups to ensure system integration is discussed to achieve the best possible outcomes for the Schools integration of information services.

- o Adhere to established information security protocols and guidelines while providing exceptional support to ensure the confidentiality, integrity, and availability of data for all stakeholders.

- o Work collegially with the other staff in the IS team.

- o Problem solve complex issues that happen on a day-to-day basis, arise while providing staff training and when planning information services projects and respond appropriately and in a timely manner.

- o Provide daily support to staff with a customer service focus and complete help desk ticket requirements.

- o Prioritise and manage peak workload periods.

DELEGATIONS

- o Nil

KEY RELATIONSHIPS

- o Information Services Manager
- o Service Desk Team Leader
- o Director of Teaching & Learning
- o Director of Community Engagement
- o Heads of School
- o Deputy Heads of School - Learning
- o Learning Leaders

SELECTION CRITERIA

1. Understanding of the 10 National Child Safe Standards which strive to protect children and young people from abuse and neglect.

2. Relevant qualifications in business management, office administration and/ or equivalent Diploma in Information Technology or Certificate IV in Information Technology and at least three years' relevant experience.

3. Demonstrated experience in managing relational databases and web-based information services.

4. High level of interpersonal skills in dealing with staff, students and parents.

5. Ability to exercise initiative, work autonomously and prioritise workload in a busy and varied environment.

6. Highly motivated, well organised and flexible approach to work.

7. Proven ability to maintain confidentiality and understand the Privacy Act principles.

8. Ability to work as a member of a team.

9. Experience in implementing information services projects.

10. Willing to undertake professional learning to improve skills and develop solutions.

11. The ability to work safely in a School environment and be fit to undertake the inherent requirements of the position.

12. Show Strong support for the Purpose and Concerns and ethos of The Friends' School.

13. Must hold a current Tasmanian Working with Vulnerable People card (employment) and have a National Police Check (less than 6 months old).

LIST OF CURRENT SYSTEMS

Google Workspaces Administration
School Administration System (Synergetic)
Teaching and Learning Management System (SEQTA), Story Park, Book Creator)
Data Analysis (SEQTA Analyse, MSSQL, Google Analytics)
Website and Forms (JotForm)
Human Resources Systems (ELMO)
Medical and Permissions System (Operoo)
Boarding Management System (Reach Boarding)
Co-curricular Management and Carnival Systems
Information Services Systems (Jamf, Apple School Manager)
Financial Services Systems (Sage MicroPay, MYOB) Office 365 Administration
Active Directory Administration
Risk Management System (ERM)
Timetabling (Timetabler & Filemaker Pro)
Library Systems (Oliver & Learn Path)

CONFIDENTIALITY

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and

immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.