



POSITION DESCRIPTION: ICT SUPPORT ADMINISTRATOR

For more information about this position, please contact Matt Hawkins, Principal, Marlene Moore Flexi Schools Network, at Matt.Hawkins@ereafsn.edu.au or on 0414 272 798, or Iain Moore, ICT Services Manager at Iain.Moore@ereafsn.edu.au or on 0439 344 209.

Role Title	IT Support Administrator
Contract	Continuing Full Time, 38 hours per week
Location	The position will have a base in Gordon Park, Brisbane, but will be required to travel regularly to the four sites within the Network: Hemmant, Deception Bay, Noosa and Gympie.
Start Date	10 January 2022, or by negotiation
Applications Close	4pm Wednesday 15 December 2021
Applications to:	MMRecruitment@ereafsn.edu.au
Reports To	Business Manager and Principal, Marlene Moore FSN
Award/Conditions	<i>CATHOLIC EMPLOYING AUTHORITIES SINGLE ENTERPRISE COLLECTIVE AGREEMENT DIOCESAN SCHOOLS QUEENSLANDS 2019-2023 – School Officers – Schedule 1.5 – Level 6</i> (negotiable based on skills and experience) The position will also receive a mobile phone and laptop.

FOUNDATION STATEMENT

Edmund Rice Education Australia (EREA) seeks to respond to the needs of young people disenfranchised and disengaged from education. They provide a place and an opportunity to re-engage in a suitable, flexible learning environment. Flexible Learning Centres (FLCs) seek to build honest and authentic relationships with young people, their families and communities, supporting and celebrating the uniqueness and dignity of each person. FLCs are guided by the vision of Edmund Rice about the empowering service of education, to achieve personal and community liberation through educational experiences that enable transformation.

PRINCIPLES OF OPERATION (RESPECT, PARTICIPATION, SAFE AND LEGAL, HONESTY)

All employees of the Marlene Moore Flexi School Network adhere to the concepts of Common Ground and Operation by Principles – more information can be found on the EREA website. All flexible learning centres operate under this framework and this is a



significant point of difference from mainstream schooling. The principles establish a “common ground” among staff, young people and families where the means to resolve conflict, negotiate learning, recognise rights and responsibilities are modelled and explored, both within the group and individually.

BACKGROUND

Marlene Moore (1945-1995) was a proud Wakaw Wakka woman who worked on the staff of the first FLC at Logan in the 1980's. A member of the Stolen Generations who was taken from Gayndah to Cherbourg at the age of two along with her seven brothers and sisters, Marlene left at the age of 15 and worked as a domestic. She married and moved to Logan in 1975 where she raised six children. Marlene decided to return to study at Kangaroo Point TAFE College, where she completed studies in Welfare. She also went on to complete Early Childhood Studies through the Creche and Kindergarten Association. Marlene was appointed Indigenous Liaison Worker within Centre Education where she also worked as live-in caretaker. Her last few years were spent proudly working as the Indigenous Liaison Officer at Logan Hospital. Marlene passed away in 1995 aged 50.

Marlene Moore Flexi Schools Network (MMFSN), named in honour of Marlene, is an initiative of EREA. MMFSN offers a full-time and multiyear secondary education and social inclusion program for disenfranchised young people across four school campuses: Hemmant, Deception Bay, Noosa and Gympie. Young people may express a broad range of complex education and social needs and MMFSN FLCs respond with a variety of flexible and innovative social inclusion and learning experiences.

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MMFSN provides young people with a varied and holistic set of learning experiences supporting them to identify and pursue an individual transition to adulthood, employment, further education and training and social connectedness.

Young people who attend include Indigenous and non-Indigenous young people who are disengaged from mainstream education for a range of reasons and include:

- ❖ Those who have had contact with the juvenile justice system;
- ❖ Those in the care of the Office of Children and Families;
- ❖ Those with a history of trauma;
- ❖ Those with a history of extended periods of unexplained absences;
- ❖ Those who are highly mobile;



- ❖ Those with mental illness or at risk of engaging in self-harming behaviours or substance abuse;
- ❖ Those who have been excluded or repeatedly suspended from school;
- ❖ Those who are homeless;
- ❖ Those who are young parents;
- ❖ Those with a generational history of early school leaving;
- ❖ Those with a generational history of unemployment.

See www.ereafsn.edu.au for further information

DUTIES AND RESPONSIBILITIES

The MMFSN ICT Support Administrator is a member of the Marlene Moore Flexi Schools Network Team, and reports to the Business Manager and Principal, working closely with Heads of Campus at Hemmant, Deception Bay, Gympie and Noosa FLCs. The position also works alongside the EREA Flexi Schools Network National ICT Team. Typical duties and responsibilities include but are not restricted to:

Professional Knowledge

- Experience in Microsoft Office 365, VoIP telecommunication systems, Active Directory and Azure;
- Experience in database systems that may include student management and learning management systems;
- Experience in coordinating ICT initiatives to evaluate and improve ICT systems using effective research-based strategies;
- General knowledge and understanding of child safeguarding requirements and obligations that cover legal and policy requirements in an educational setting or similar;
- Project management skill and knowledge including project planning, delivery, evaluation and the capacity to set program direction in consultation with relevant stakeholders.

Professional Practice

- Provision of Level 1 support and escalation resolution (onsite or remote) for technology in scope within agreed timeframes;
- Coordination of network tickets including updating, tracking, clear communication and task allocation relevant to incidents;
- Provide remote support that includes support with software deployment and device updates, including Apple products;
- Working in partnership with the national ICT team to install, configure, test and maintain operating systems, networks, application software, device hardware and system management tools that are used across the network;



- Complete routine and regular ICT maintenance for staff and young person systems and devices with the ability to produce regular maintenance reports for the Business Manager and Principal including recommendation of continuous improvement;
- Research and investigate existing and new technology options to support the needs of the schools within the network to increase efficiency and streamlining of tasks;
- Support the design and development of existing and new software, hardware or application systems that support the end user;
- Develop, prepare and maintain technical, design, operational and procedural documentation;
- Coordinate and implement initiatives and processes that assist colleagues to broaden their range of ICT knowledge that is focussed on increasing staff skills in using current software products and systems;
- Evaluate the effectiveness of policies and safe working practices using current legislative requirements and assist colleagues to update their practices;
- Initiate, develop and implement procedures that exemplify relevant policies to support colleagues' compliance with understanding of existing and new legislative, administrative, organisational and professional responsibilities;
- Provide and facilitate regular training sessions for staff and young people for both current and future ICT systems and software;
- Provision of financial, policy and planning advice through investigation, interpretation and evaluation of information.

Professional Engagement

- Commitment to work under the four principles of operation, Respect, Safe and Legal, Honesty and Participation;
- High-quality written and verbal communication skills, and the ability to collaborate with others;
- An adaptive mindset and innovative thinking when problem solving skills and to effectively implement change management;
- Advocate, participate in, and lead strategies to support high-quality professional learning opportunities for colleagues that focus on current and future ICT software and hardware;
- Develop and maintain effective relationships with third party contractors and suppliers;
- Facilitate effective communication that enhances the school image and contributes to the goals and ethos of the Network;
- Capacity to act in a professional manner at all times including tact and discretion, ability to maintain confidentiality;



- Engage with professional networks and associations and build productive links with the wider community to improve knowledge and practice;
- Under limited supervision and broad guidance demonstrate initiative to complete, prioritise and progress work tasks within set deadlines.

APPLICATION PROCESS AND SELECTION CRITERIA

Applications are to be submitted by 4pm Wednesday 15 December 2021 via email to MMRecruitment@ereafsn.edu.au.

To apply for this role please provide the following documents:

- ❖ A cover letter, addressed to Matt Hawkins, Principal, Marlene Moore FSN, providing relevant experience and reasons for wishing to apply;
- ❖ Current resume outlining previous experience and skills:
 - Please include contact details of two referees, one of whom is from current or most recent place of employment.

Selection Criteria:

- Formal relevant qualifications and/or extensive ICT industry certifications;
- Relevant industry experience in supporting ICT infrastructure in a multi-site organisation;
- Advanced computer literacy, high level interpersonal and written skills;
- Ability to think innovatively, adapt quickly to new contexts and solve problems;
- Willingness and ability to travel regularly (every 1-2 weeks) to all sites – Hemmant, Deception Bay, Gympie and Noosa – travel expenses will be covered by the Network;
- Ability to work to deadlines, multi-task, demonstrate initiative, prioritise the workload and work autonomously;
- Capacity to work as a member of a multidisciplinary team;
- Current Queensland Driver's License;
- Current valid Blue Card, or an ability to obtain before commencement.

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*Our organisation supports the rights of children and young people and is committed to providing a safe and supportive environment directed at ensuring their safety and wellbeing.
All applicants for these positions will be subject to EREA screening procedures.*

First Nations Peoples are encouraged to apply.