****

**MOUNT ALBERT GRAMMAR SCHOOL**

**Job Description**

**ICT Technician/Systems Administrator**

**Responsible to**: Director of Finance and Operations, Director of e-Learning, Network Manager

**Functional Relationships with:** All staff, all students, wider MAGS community (as the need arises)

**Hours of Work:** Fulltime (52 weeks per year, excluding annual holidays)

7.30am -4.00pm Monday to Friday

**Primary Objective:** Support of computer systems throughout the school; which includes managing device services, deployment of devices, managing TELA services, software customisations and project manage any new technologies that can help benefit MAGS ICT teaching, learning and ease of use.

**Key Tasks:**

ICT Support

* Setup, configure and maintain all device management systems and devices using Jamf Pro and Microsoft InTune.
* Manage Adobe Creative Cloud and Autodesk services within the school.
* Deploy other third-party applications, custom software, scripts and configuration profiles.
* Monitor local and cloud systems for issues and errors, especially in the areas of Jamf, Adobe Creative Cloud, Microsoft Azure AD, Office 365 Admin, Google Workspace Admin, Ruckus Wi-Fi and SSO.
* Implement strict security protocols for devices and services.
* Diagnose and troubleshoot errors and issues with different eco-systems including Apple, Microsoft, Android and Chrome.
* Maintain Apple School Manager, Apple Pro Apps and basic workflows thereof.
* Troubleshoot issues with Office 365/Google Admin users, groups and applications.
* Use and update the on-prem Active Directory and Azure Cloud Active Directory
* Manage the staff laptop (TELA) scheme.
* Monitor the helpdesk system for job-related tickets.
* Research and learn new technologies and how to implement them into our current systems.
* Update and complete new documentation for any system changes.
* Assist and support staff and students with ICT needs as required.
* Other duties as required to support the running of the ICT department.

**Pay Rate:**

This position is graded as Support Staff in Schools’ Collective Agreement, Associative Scale Grade B