



# NETWORK ADMINISTRATOR

## Draft Role Description

The Notre Dame College network uses a wide range of technology to support the educational needs of our 1460 students as well as the administrative needs of over 200 staff across three campuses.

In 2010 Notre Dame College will commence phasing in a one to one laptop program for our 1460 students, and 120 teaching staff.

As the College moves into the next phase in developing its ICT network and systems structure it is important that we have a team of dynamic people working together to provide the College with the best possible network.

Attached are the current role descriptions for our Network Administrators. These roles may change depending on the experience and qualifications of the successful candidate, as well as the evolving nature of our ICT development.

### Systems

The Network Administrator (Systems) is accountable to the Principal, and will work in close association with the Network Administrator (Operations), the Deputy Principals and the Technology Committee.

The Network Administrator (Systems) will:

- 1) Be responsible for purchasing, installing and maintaining all College server hardware.
- 2) Be responsible for the purchasing and maintenance of laptops in association with Network Administrator (Operations).
- 3) Maintain the College network infrastructure including, but not limited to:
  - All routers and switches
  - IP planning and subnetting
  - Wireless Devices
- 4) Plan and carry out a backup strategy to protect critical College data, as defined by College Policy
- 5) Maintain the Synergetic Management System for Schools including, but not limited to:
  - Assignment of rights to users and groups
  - Management of software and database updates
  - Production of reports and lists from SQL where required
  - Intensive support for the reporting process at appropriate times of year.
- 6) Maintain the College E-Mail system including, but not limited to:
  - Software maintenance for the MS Exchange and MailMarshal systems
  - Ensure that software configurations reflect College policies on E-mail use and monitoring

- Perform message monitoring and tracing as required by College policy
- 7) Maintain the College internet connection including, but not limited to:
    - Firewall maintenance
    - Cache maintenance
    - Web filtering as defined by College policy
    - VoIP management
  - 8) Maintain and develop the Active Directory including, but not limited to:
    - Manage user access and security groups
    - Implement Group Policy controls
    - Configure access restrictions in line with College policy
  - 9) Develop and extend the capacities of the College system through the development of custom forms, reports or extensions for existing software and custom applications to meet specific needs.
  - 10) Provide assistance to the network Administrator (operations) in the provision of Help Desk support to all staff and students including, but not limited to:
    - Software usage enquiries
    - Password changes
    - Virus/Spyware repair
    - Diagnose and repair hardware faults
  - 11) Be a member of the College Technology Committee, providing advice when needed.
  - 12) Perform any other duties as directed by the Principal and/or Deputy Principals

## Operations

The Network Administrator (Operations) is accountable to the Principal and will work in close association with the Network Administrator (Systems), the Deputy Principals and the Technology Committee.

The Network Administrator (Operations) will:

- 1) Be responsible for purchasing and installing all staff and student workstations, including maintaining disk images to be refreshed on a regular basis. Maintain desktops in association with Network Administrator (Systems).
- 2) Be responsible for purchasing, installing and maintaining peripheral devices such as printers and scanners.
- 3) Be responsible for ensuring that new users are provided with accounts for all relevant systems and services.
- 4) Ensure that all usage of computers and other network resources is monitored as dictated by College policy, and that damage or inappropriate use is reported to the appropriate personnel.

- 5) Maintain file system access and security.
- 6) Ensure that all College computers have up-to-date anti-virus protection, and manage continual updating of critical operating system patches.
- 7) Ensure that all aspects of the network are appropriately documented including, but not limited to:
  - Software Register
  - Hardware Register
  - Password Register
  - Server Functional Documentation
  - Project Documentation
  - Service History Database
  - College maps
- 8) With the assistance of the Network Administrator (Systems) ensure that help desk support is provided to all staff and students, including, but not limited to:
  - Software usage enquiries
  - Password changes
  - Virus/Spyware repair
  - Diagnosis and repair of hardware faults
- 9) Authorise, deliver and pick-up off-site servicing and repair where necessary
- 10) Maintain service history database
- 11) Setup and maintain Leadership Executives phones and accounts
- 12) Be a member of the College Technology Committee, providing advice when needed.
- 13) Perform any other duties as directed by the Principal and/or Deputy Principals