



Job Title:	ICT Systems Officer
Reports To:	ICT Manager
Direct Reports:	N/A
Section of School:	Education Services
Liaise with:	Whole School Community

St Stephen's School Vision:	St Stephen's School is a Uniting Church School that is Christ centred, student focused and community based
St Stephen's School Values:	<p>The way that we go about our business at St Stephen's is underpinned by five core values. All students, staff and Council members are expected to embrace these values as they undertake their various roles.</p> <ul style="list-style-type: none"> • Faith • Learning • Care • Service • Community
Position Summary:	<p>The ICT Systems Officer acts as a bridge between ICT support operations and systems administration, assisting with the delivery, maintenance and continual improvement of technology services across the School.</p> <p>The role supports the administration and effective operation of the School's technology systems and services.</p> <p>The position combines systems administration, identity and access management, business process improvement, automation, project delivery and technical support.</p> <p>Working closely with the ICT team, the ICT Systems Officer contributes to reliable, secure and efficient technology services while supporting the School's cyber security, governance and strategic objectives.</p> <p>The role identifies opportunities to improve operational efficiency through technology solutions, workflow automation and the effective use of digital platforms.</p> <p>The position provides a high standard of customer service, technical expertise and support to staff and stakeholders.</p>
Key Responsibilities and Tasks	<p>Systems Administration and Support</p> <ul style="list-style-type: none"> • Assist in the administration and support of Microsoft 365 services including Exchange Online, SharePoint Online, Teams, OneDrive and Entra ID. • Assist with endpoint management, software deployment and device lifecycle management using Microsoft Intune and related technologies. • Support user account administration, access management and operational management of core technology platforms. • Provide technical escalation support and assist the ICT support team with complex issues, major incidents and periods of increased demand.



- Investigate and resolve complex technical issues across supported systems and services.
- Develop and maintain technical documentation, procedures and knowledge base resources.
- Assist with the evaluation, testing and implementation of new technologies and services.

Identity and Access Management (IAM)

- Assist with the administration and governance of identity and access management systems, including user lifecycle management, access controls and authentication technologies

Business Systems, Reporting and Process Improvement

- Identify opportunities to improve business processes through technology and automation.
- Develop, maintain and enhance workflows and automations using approved platforms such as Microsoft Power Automate.
- Support the administration of digital forms, workflow solutions and business systems utilised across the School.
- Assist departments in improving efficiency through the effective use of technology solutions.
- Promote best practice use of business systems and digital platforms.
- Contribute to the continuous improvement of operational processes and service delivery.
- Develop and maintain operational reports, dashboards and data insights to support decision-making.
- Assist departments in improving data quality, reporting capability and business processes.
- Support the collection, analysis and presentation of operational information where appropriate.
- Assist with identifying opportunities to improve efficiency through data-driven decision making.

Project Delivery

- Participate in ICT projects from planning through to implementation and review.
- Assist with technology rollouts, upgrades and service improvements.
- Contribute to testing, evaluation and adoption of new technologies and services.
- Coordinate assigned project activities and communicate progress to stakeholders.
- Assist with project documentation and implementation planning.

Cyber Security and Governance

- Assist with implementation and monitoring of cyber security controls and initiatives.
- Support ICT governance, compliance and audit activities.
- Promote secure technology practices and cyber security awareness.
- Assist with maintaining ICT standards, policies, procedures and supporting documentation.
- Contribute to initiatives that improve the School's cyber security maturity and risk posture.



	<p>Customer Service and Collaboration</p> <ul style="list-style-type: none"> • Provide professional, responsive and customer-focused support to staff and stakeholders. • Develop positive working relationships across all areas of the School. • Collaborate effectively with ICT team members to achieve departmental objectives. • Contribute to a culture of continuous improvement and innovation within the ICT Department. <p>General Responsibilities</p> <ul style="list-style-type: none"> • Comply with all School policies, procedures and workplace health and safety requirements. • Maintain confidentiality and appropriate handling of School information. • Participate in relevant professional development activities. • Undertake other duties as reasonably directed by the ICT Manager.
<p>Key Performance Indicators:</p>	<p>Service Delivery</p> <ul style="list-style-type: none"> • Provides professional, timely and effective support to staff and stakeholders. • Meets agreed service delivery standards and contributes positively to ICT operational outcomes. <p>Systems Administration and Security</p> <ul style="list-style-type: none"> • Systems, user administration and access controls are maintained accurately and in accordance with established standards. • Contributes to cyber security, governance and compliance objectives. <p>Process Improvement and Projects</p> <ul style="list-style-type: none"> • Identifies and implements technology improvements, automation opportunities and business process enhancements. • Contributes effectively to ICT projects and strategic initiatives. <p>Professional Contribution</p> <ul style="list-style-type: none"> • Maintains positive working relationships and contributes positively to the ICT team culture. • Demonstrates initiative, accountability and a commitment to continuous improvement. <p>Other</p> <ul style="list-style-type: none"> • Always act in a manner that seeks to enhance the safety culture of the School. • Participate in Work Health and Safety induction and training. • Other KPI's will be agreed with your manager through the induction process and ongoing evaluation and goal setting. • Willingness to positively and actively contribute to the Christian culture of the School.



<p>Selection Criteria:</p>	<ul style="list-style-type: none"> • Education & Qualifications Relevant qualification in Information Technology, Information Systems or a related discipline, or equivalent demonstrated experience. <p>Mandatory Compliance Requirements</p> <ul style="list-style-type: none"> • Current Working with Children Check or ability to obtain. • Nationally Coordinated Criminal History Check or ability to obtain. <p>Skills & Experience</p> <ul style="list-style-type: none"> • Demonstrated experience supporting and administering Microsoft Windows and Microsoft 365 environments. • Experience with endpoint management and device administration platforms. • Demonstrated understanding of identity and access management principles. • Experience supporting user provisioning, permissions management and access controls. • Strong troubleshooting, analytical and problem-solving skills. • Experience developing and maintaining technical documentation. • Strong organisational skills and ability to manage competing priorities. • Well-developed communication and interpersonal skills. • Demonstrated commitment to customer service excellence. • Ability to work independently and collaboratively within a team environment. <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Experience administering Microsoft 365 services including SharePoint Online, Teams, Exchange Online and Entra ID. • Experience with Microsoft Intune or other endpoint management platforms. • Experience with Microsoft Power Platform including Power Automate and Power BI. • Experience with business process improvement, workflow automation or digital transformation initiatives. • Experience with Conditional Access, Multi-Factor Authentication (MFA) and Single Sign-On (SSO) technologies. • Experience with identity governance, access reviews or privileged access management. • Exposure to cyber security frameworks, governance or compliance activities. • Experience participating in ICT projects and technology implementations. • Experience working within an education environment. <p>Additional Requirements & Personal Qualities</p> <ul style="list-style-type: none"> • Commitment to high quality and professional customer service. • Ability to work autonomously and as part of a team. • Excellent communications and people skills. • Display a consistently high standard of ethical conduct, exhibiting honesty, integrity and understanding. • Flexibility in all aspects of the position and willingness to embrace change • Demonstrate ability to engage collaboratively to others to achieve organisational objectives. • Demonstrated time management and planning skills • Willingness to positively and actively contribute to the Christian culture of the School
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I understand and accept the responsibilities as outlined in this Job Description.

This document was approved by Director of Finance and Administration / Manager ICT June 2026

The below information is not required to be printed

Version	Date	Review Date	Author	Comments	Approval
2	June 2026	June 2028	Liam Hartfield	New role	DFA
1	July 2014	July 2015	Maria Moraitis	New	CFO