Position Description

Workplace Technology Engineer
Finance and Operations

About Victorian Catholic Education Authority (VCEA)

VCEA is the peak body for Catholic education in Victoria. Established in 1973 by the Archbishop of Melbourne and the Bishops of the Ballarat, Sale, and Sandhurst dioceses, it was incorporated in 2006 and acts as the voice of Catholic education in State and national matters.

VCEA receives and distributes funding from state and federal governments for Catholic schools, provides strategic leadership and planning, and ensures proper governance in Catholic education statewide. It is responsible for sector leadership in education integrity and governance and has a Memorandum of Understanding to act as a Review Body for Catholic schools with the Victorian Registration and Qualifications Authority (VRQA). As a Review Body, VCEA supports, reviews, and monitors the compliance of Catholic schools with all registration, reporting and other requirements under relevant laws.

Why work with us

As the peak body for Catholic education in Victoria, VCEA provides employees an opportunity to help shape the future of Catholic education across the state. VCEA offers flexible working, a central city office location, competitive remuneration with generous benefits (including tax-advantageous salary sacrifice options), and opportunities for career development and progression. These benefits combine with our commitment to work life balance to make VCEA an employer of choice.

About the role

The Workplace Technology Engineer is responsible for providing level 1/2 technical support to VCEA staff. Reporting to the Lead, IT Strategy and Partnerships the role works closely with the VCEA team to support their technology requirements. This will include the provision of access to IT services, onboarding and other day-to-day technical support provided in-person and remotely.

The role requires the maintenance of constructive relationships with end-users to ensure that their needs are met, and their issues are resolved in a timely and effective manner. Effective interpersonal skills are a prerequisite for the role to enable the building of trust and rapport and to achieve user satisfaction.

Position Title	Workplace Technology Engineer (Officer)
Reports to	Lead, IT Strategy and Partnerships
Direct Reports	No

Key responsibilities of the role

End User Support:

- Provide technical assistance and troubleshooting to end users, ensuring prompt and effective resolution of their technology-related issues.
- Install, configure, and maintain end-user devices, including desktops, laptops, printers, and other peripherals.
- Assist with software installations, updates, and patches, ensuring compatibility and optimal performance.

Basic Networking Setup and Configuration:

- Design, implement, and maintain the local office network infrastructure, including routers, switches, firewalls, and Wi-Fi access points.
- Perform network configuration tasks, such as IP address management, VLAN setup, and port configurations.
- Monitor network performance, identify and resolve network-related issues, and optimize network security and efficiency.

Azure Cloud Active Directory and User Account Management:

- Manage user accounts and access permissions in the Azure Active Directory, ensuring proper authentication, authorization, and security.
- Set up and configure Azure AD Connect to synchronize on-premises Active Directory with Azure AD.
- Collaborate with stakeholders to define and implement Azure AD policies and security controls.

Documentation and Knowledge Sharing:

- Create and maintain documentation related to infrastructure configurations, network diagrams, standard operating procedures, and troubleshooting guides.
- Document technical processes, such as software installations, device configurations, and network setups.
- Share knowledge and expertise with team members and end users, promoting best practices and continuous improvement.

Asset Management:

- Maintain an inventory of all hardware and software assets, including desktops, laptops, servers, licenses, and peripherals.
- Track asset lifecycle, including procurement, deployment, maintenance, and retirement.
- Conduct regular audits to ensure accurate asset records and compliance with licensing agreements.

Infrastructure Maintenance and Monitoring:

- Regularly perform maintenance tasks on infrastructure components, including hardware and software upgrades, patch management, and system backups.
- Monitor the performance and availability of infrastructure systems and proactively address any issues or bottlenecks.
- Conduct periodic security audits and implement necessary measures to protect the office network and data.

Key selection criteria

- Strong interpersonal skills, with the ability to address technical queries over the phone and in-person and communicate effectively with staff about technical issues.
- Well-developed written communication skills, with experience in preparing fault reports, documenting incidents, and problems.
- Strong analytical and problem-solving skills, with the ability to initiate practical solutions and follow through to resolution.
- Proven ability to work collaboratively with cross-functional teams, internal stakeholders, and external vendors.
- Strong knowledge, understanding and experience supporting and maintaining Azure Cloud services and Microsoft 365 services.

Skills, qualifications, and pre-requisites

Qualifications	Tertiary qualification in Computer Science, Information Technology or a related field, or equivalent work experience. ITIL Foundation Certificate in IT Service Management (Mandatory).
Previous Experience/s	A minimum of two years' experience in end user support, including hardware and software troubleshooting.
Organisational values	A commitment to the ethos, values, and mission of Catholic education and to VCEA values of excellence, promoting the common good, integrity, and equity.
Other requirements	1. An understanding of and commitment to the safety, wellbeing, and protection of children, requiring that you: a. Must hold and maintain a current Victorian Working with Children Check or be eligible to receive same upon joining the organisation. b. Must also undergo and receive a clear National Criminal History Check (NCHC) upon employment and during your employment with VCEA. All employees are required not to have been charged with, nor found guilty of any offence which would be incompatible with employment with VCEA. 2. Willingness to take reasonable care for your health and safety in the workplace and for the health and safety of others who may be affected by what you do or don't do.