



BRISBANE BOYS' COLLEGE

A New School of Thought.

Applications and Database Administrator

An opportunity exists for a suitably experienced IT specialist to join the Brisbane Boys' College Technology Services Department as an Applications and Database Administrator.

The appointee will be part of a small client-focused team, delivering support for application, database and related technology integration services to all members of the College community. The Applications and Database Administrator will provide first level support and maintenance of all of the College's critical applications and databases. In addition to being the first escalation point for application based support and service requests, the appointee will assist the support team in the provisioning of frontline client support services.

This full-time permanent position is available for an immediate start.

About us

Brisbane Boys' College is an established GPS day and boarding school. The school was founded in 1902 by Mr Arthur Rudd, who had a vision of moulding boys to be worthy leaders and good citizens – a vision which remains today. The College occupies a 13 hectare site four kilometres from the centre of Brisbane and educates boys from Prep to Year 12.

Our Guiding Philosophy

We are strongly of the belief that boys need to have clarity around the “why” of their learning. We teach to develop students' acquisition of the hierarchy of cognitive skills. This enables our boys to know, understand and meaningfully apply their knowledge. Such transferable skills form the basis of the “why” of what we ask students to learn.

Our Purpose

To produce men who have the confidence and capability to change the world.

POSITION DESCRIPTION

Key Responsibilities

The appointee will perform the following functions:

- Be the first point of contact for core systems application and database support incidents and service requests.
- Act as a mentor to Junior Support Staff, providing guidance on application support and first level desktop-related matters.

- Work as a member of the broader team to ensure high contact availability of Technology Services staff to the School's community (including working as a part of a roster to ensure support availability between 7:30am and 4:30pm on school days).
- Participate as a member of an on-call roster providing support to critical services in the event of outages outside normal business operating hours.
- Be available to participate in scheduled "outside of normal hours work" as required for project and operational purposes.
- Monitor the health status and resolve or escalate issues that could affect the operational delivery of key application services such as SQL, TASS.web, Schoolbox, Rockfast and hosted Office365 services.
- Prepare and deliver basic training to the end users of core School Systems as scheduled or as per project delivery requirements. This includes the creation of end user documentation and technical documentation when instructed or required.
- Provide project resource assistance to the Applications and Database Architect as directed through the Director of Technology Services.
- Participate as a collaborative member of the Technology Services team to ensure that high quality client-focused services are provided. This includes supporting induction and skill development of new staff to the team and the wider College community.
- Contribute to the Information Technology planning processes of the College through appropriate committees, meetings and forums.
- Be accountable for complying with health and safety policies, procedures, hazard reporting and safe work practices, particularly in relation to information systems design and implementation.
- Support the College's traditions and Christian ethos.
- Perform other tasks as directed by the Director of Technology Services.

Core Skills

- Demonstrated ability to deliver IT services with a strong emphasis on the customer experience and ensuring a high level of satisfaction.
- Knowledge and experience in the support of enterprise information systems and applications in a medium scale environment.
- Analytical skills to undertake troubleshooting and problem resolution to meet the business needs of the College and achieve excellence in customer service.
- Demonstrated ability to interpret technical information and communicate this effectively to management, other IT professionals and clients in a diverse organisation.
- Understanding of core programming, database and scripting languages.
- Ability to write clear and concise documentation, reports, procedures and guidelines relating to new and existing information systems and applications for the College.
- Skills and knowledge in the resolution of first level desktop-related incidents and service requests.
- Ability to coordinate service provisions from 3rd party vendors and support agents.
- A strong desire and ability to keep abreast of the latest technological trends and undertake training in new technologies as required.

SELECTION CRITERIA

Essential

1. Proven focus on customer service and a commitment to ensuring high levels of client satisfaction in the provisioning of technology services.
2. Significant experience in providing first level support incident and service request resolution, as well as the ability and willingness to act as a mentor in the provisioning of these services.
3. Understanding of application development and support and database management in a medium sized enterprise.
4. A core understanding of programming and scripting languages such as T-SQL, PowerShell, HTML, JavaScript or C#.
5. Proven ability to manage support escalations and service requests with 3rd party vendors.
6. Understanding of the importance of clear, concise and empathetic communication with all members of the College community.
7. An enthusiastic, self-motivated, and professional attitude.
8. Willingness to support the College's traditions and Christian ethos.
9. Willingness and ability to obtain (if not already held) a Blue Card for working with children.

Desirable

1. Experience in working in a diverse education environment.
2. Formal tertiary qualifications in areas of relevance to the provisioning of IT services
3. Experience in supporting School Administration and Learning Management Systems such as TASS.web and Schoolbox.
4. Experience with Microsoft.Net and Microsoft Sharepoint deployments (on premises and hosted).
5. Certification in ITIL Foundation.
6. Certification in specific toolsets such as Microsoft SQL, Microsoft Desktop Operating Systems, etc.

Application Procedure

Applications including a covering letter, CV, statement addressing the selection criteria, and the names and contact details of at least three professional referees, should be **emailed** to:

Kirsten Ferguson
Human Resources Manager
Brisbane Boys' College

Email kferguson@bbc.qld.edu.au

Closing Date: Sunday 5 April 2020.