

Pymble Ladies' College

POSITION DESCRIPTION

Title: I.T. Infrastructure Engineer – End User Compute

Date updated: August 2025

Reports to: I.T. Infrastructure Manager

COLLEGE VALUES



Pymble Ladies' College has five core values which guide our behaviour and interactions with one another and affirm our commitment to the Christian heritage of Pymble Ladies' College and our identity as a school of the Uniting Church in Australia. All roles, policies and procedures are underpinned by these values, and the expectation that students, staff, and the wider College community alike live our values every day.

CARE – I am kind to myself and others

COURAGE – I am open to new experiences to learn and grow

RESPONSIBILITY – I take ownership of my actions

RESPECT – I value diversity, my worth and the worth of others

INTEGRITY – I do the right thing, even when no one is watching

POSITION SUMMARY

The I.T. Infrastructure Engineer - End User Compute reports to the I.T. Infrastructure Manager. This role plays a key part in supporting and maintaining end user facing technology within the College I.T. systems and network.

ROLE ACCOUNTABILITIES

1. Technical

- 1.1 Support the College by ensuring the continuity of I.T. services, along with following cyber security practices and protecting the integrity of data.
- 1.2 Support the clients of the I.T. Department (students, staff and carers), to enable them in their use of technology and Pymble's systems.

- 1.3 Provide Service Desk, Classroom & AV Support when required.
- 1.4 Take ownership and be proactive when dealing with all assigned service requests and/or incidents by logging issues, requests and assets in the college ITSM tool: Fresh Service.
- 1.5 Maintaining and improving on the College standard operating environment (SOE) on supported end-user devices, including Pymble's Wise Phone initiative. Providing optimal outcomes for users and cyber security requirements. Reviewing and adopting industry best practices.
- 1.6 Working collaboratively with other I.T. Infrastructure Engineers to deliver quality.
- 1.7 Optimising and improving I.T. operations by replacing or enhancing existing processes through scripting, automations and other innovation. Documenting and sharing knowledge with greater I.T. team.
- 1.8 Maintain the physical and operational health of I.T. Assets and their operating systems.
- 1.9 Work in line with ITIL and Incident Management Principles.
- 1.10 Identify potential issues and provide recommendations to the Service Desk Manager and I.T. Infrastructure Manager.
- 1.11 Troubleshoot technology issues that are escalated from the Service Desk team.
- 1.12 Support I.T. staff, colleagues and clients by providing necessary training and guidance.
- 1.13 Work within strict time frames and escalate incidents within defined timeframes.

2. Communication

- 2.1 Ensure all written and verbal communication is courteous, professional, accurate and reflective of College values.
- 2.2 Document issues and solutions and create published guides for clients and peers.
- 2.3 Provide technical support & advice and answer queries via means of face to face, email, phone and Microsoft Teams chat.
- 2.4 Ensure all written and verbal communication is courteous, professional, accurate and reflective College values.
- 2.5 Interact and coordinate with vendors, suppliers, distributors and contract consultants as required.

3. Risk and Compliance

- 3.1 Report directly to the Principal on any matters relating to child protection.
- 3.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.

4. Professional Learning

- 4.1 In partnership with your Manager, continuously align your skills and professional development requirements to ensure that you are meeting the obligations of your role.

5. Other duties that may be required from time to time.

PERSONAL CAPABILITIES

- Willingness to support and promote the ethos and values of the College.
- 2+ years' experience providing I.T. support to a professional organisation.
- Proficiency with shell scripting languages/interfaces such as PowerShell and Bash is highly desirable.
- Understanding of API & Database integration protocols and concepts desirable.
- Knowledge of computer hardware including desktops, laptops, mobile devices and peripherals.
- Demonstrable skills in supporting one or more computer operating systems such as Windows, Android, MacOS, iOS.
- Experience in device management and software deployment platforms such as Microsoft Intune, SCCM or Jamf.
- Experience in administering user and computer records in Microsoft Active Directory is expected. Additional competency with Group Policy, DNS, DHCP, Microsoft Entra and Office365 Administration is of high value.
- Demonstrable experience installing and configuring end user software, such as Microsoft Office, Adobe Creative Cloud, Google Chrome etc.
- Desirable, but not mandatory: Experience managing, administering and supporting Audio Visual equipment and software.
- Experience using an IT Service Management tool to manage, allocate and monitor service requests.
- Possess a good mechanical aptitude to be able to resolve technical issues.
- Applicant should be physically fit enough to assist in moving assets around the campus. Including large monitors, TVs, speakers, computer hardware.
- Driver licence not required but desirable to support off-site locations such as the Vision Valley campus.
- Ability to work in a team environment as well as autonomously.
- Possess good proactive, analytical, problem solving and decision-making skills.
- Possess good attention to detail, testing and documentation practices.
- Well-developed communication skills, including written, interpersonal and influencing skills.