

# Role Profile



## Role Details

<b>Job title:</b>	IT Support Analyst	<b>Reports to:</b>	Head of Operations and general legend
<b>Tenure:</b>	Permanent	<b>Classification:</b>	Administration
<b>Weeks Per Year:</b>	48	<b>Hours Per Week:</b>	37.5
<b>Last Review Date:</b>	4 June 2025		

## Role Purpose

The IT Support Analyst provides high-quality, timely and effective technical support to SASY staff and students. The role is responsible for troubleshooting and resolving day-to-day IT issues, installing and configuring hardware and software, and supporting the operational functionality of IT systems across the school. This position works closely with the IT Manager to ensure the smooth delivery of IT services and contributes to continuous improvement by providing feedback and assistance with system upgrades, asset management and project implementation.

## Key Objectives

- Provide technical support to staff and students, including troubleshooting hardware, software, printer, AV equipment, and network-related issues.
- Install, configure, maintain, and upgrade computers, mobile devices, and classroom technologies in accordance with school requirements.
- Assist the IT Manager with the setup and maintenance of the network and server infrastructure as required.
- Log, track, and resolve helpdesk tickets in a timely and professional manner, ensuring accurate documentation of issues and solutions.
- Deliver friendly and patient customer service to ensure users feel supported and confident in their use of technology.
- Maintain accurate records of IT assets, including issuing and recovering school devices, and updating inventory registers.
- Support the deployment of new software and system updates and assist with patching and security maintenance tasks.
- Apply cybersecurity best practices across all aspects of their role.
- Identify new opportunities within the school for using technology to improve outcomes.
- Assist with the setup and operation of technology for school events and meetings.
- Escalate complex technical issues to the IT Manager or external providers when necessary.
- Support training and guidance to staff and students on the effective use of technology, where appropriate.
- Promote and uphold the SASY values and vision in all interactions with staff, students, and external partners.
- Collaborate with Work Health and Safety representatives, Senior Management, and other relevant staff to contribute to risk reduction and the responses to incidents.
- Demonstrate, promote, and lead actions that enact the SASY values and vision, including but not limited to activities that promote wellbeing of staff and students alike.

## Key Relationships and Areas of Influence

- IT Manager: Daily guidance, task allocation, and escalation of issues.
- Teaching and Support Staff: Provide helpdesk support and assist with classroom technologies.
- Students: Assist with access to and functionality of school-provided devices and services.
- External IT Providers: Liaise as required under the direction of the IT Manager.
- School Leadership and Administration: Support IT requirements for operational and educational needs.

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## Role Competencies

### Essential Role Requirements

- Relevant qualification in Information Technology (Certificate IV, Diploma or similar) or demonstrated equivalent experience.
- Demonstrated experience in an IT support, helpdesk, or systems administration role,.
- Strong understanding of:
  - Microsoft 365 administration including Exchange Online, Outlook, Teams, and OneDrive.
  - Windows Servers including basic server administration and Hyper-V.
  - Active Directory and Group Policy.
  - Microsoft Entra ID.
  - Windows 11 Desktop troubleshooting and support.
  - Network troubleshooting as it applies to supporting end user devices.
- The following certifications or equivalent experience:
  - Microsoft 365 Fundamentals (MS-900)
  - Modern Desktop Administrator Associate (MD-100 & MD-101)
  - Endpoint Administrator Associate (MD-102)
  - Azure Fundamentals (AZ-900)
- Networking experience including DNS, DHCP, VPN, NAT, WiFi, and Firewalls.
- Use of PowerShell in management of servers, endpoints, and Microsoft Cloud services.
- Excellent communication and interpersonal skills with a customer service focus.
- Ability to work collaboratively as part of a small team and independently when required.
- Current Working with Children Check (WWCC) clearance.
- Responding to Abuse and Neglect – Education Care (RAN-EC) certificate (or willingness to obtain).
- Current driver's licence.

### Desirable Skills

- The following skills are desirable but not essential:
- Preferable experience in an education environment
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- Experience with NGFW stateful content filtering.
- PowerShell scripting for use with automation.
- Networking experience in the areas of RADIUS, managed network equipment such as Aruba or UniFi, and 802.1x WiFi.
- Microsoft Autopilot, SharePoint, WDAC, and Power Automate.
- SIEM such as Greylog, Microsoft Sentinel, or Splunk.
- Familiarity with programming languages such as PHP or Python.
- Backup systems such as Acronis, Rubrik, or Veeam.
- Monitoring tools such as Checkmk, Nagios, PRTG, or Zabbix.
- Documentation systems such as Hudu or IT Glue.
- Linux Servers and use of open-source software as alternatives to commercial products.
- Use of Remote Monitoring and Management systems such as Datto, n-able, or NinaRMM.
- SIP phone systems 3CX, Teams Phone System, or Yeastar.
- Audiovisual systems, primarily around video conferencing systems such as Teams/Zoom Rooms.
- Endpoint Security such as Bitdefender GravityZone, Microsoft Defender for Endpoint, or SentinelOne.

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## Other Conditions

- Participate in professional development that improves staff skills and knowledge related to Trauma informed practices and growth mindset to improve student personal and academic outcomes
- Shortlisted candidates will be required to undergo satisfactory pre-employment checks, including two professional referees, a criminal record check and proof of identify and qualifications
- All Terms and conditions of employment are in accordance with your employment agreement and SASY policy and procedures
- Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into NGS Superannuation Fund
- SASY staff are offered the opportunity to participate in Salary Sacrifice through SouthGate
- All staff have access to the Employment Assistance Program
- Some out of hours work may be required for school-based activities or professional development

## About us

Specialised Assistance School for Youth (SASY) is a fee free independent secondary Specialised Assistance School (SAS) operating specifically for disengaged young people who have complex needs between the ages of 13 and 25. We offer a safe place for young people to reignite their learning through holistic practices that support their health and social emotional wellbeing as the precursor to personal growth and community engagement.

SASY is innovative in its practice, flexible and responsive in its delivery, and focuses on providing an environment which enables young people to recognise and achieve their potential. Through research and practice, SASY's unique approach to re-engaging young people is made up of the following four components: holistic learning, restorative practice, trauma informed practice, and an inclusive community.

We acknowledge that academic and personal growth best occurs in a safe and supportive environment where physical, emotional, cognitive and behavioural development is supported as part of a holistic learning approach. As such, wellbeing and education is holistically intertwined throughout all programs, which are personalised and differentiated to encourage, support and maximise student development in emotional regulation, self-awareness and readiness to learn.

Across SASY's individual and collaborative learning, we support the development of what we call the SASY 5 Cs; character, culture, capacity, connection and celebration, which is specifically designed to develop young people at SASY into lifelong learners, who are reconnected, with a newfound meaning and purpose and increased holistic wellbeing.

We believe that all young people have the right to learn and be supported with personalised care, fair assessment, collaborative learning programs, practice critical and creative thinking, find their voice, and actively engage in the community as an individual with a positive sense of self.

## Our vision, values, and Culture

VISION: To create a caring environment where disengaged young people with complex needs are connected through holistic educational experiences that improve wellbeing and reignite their interest in learning.

Our values underpin our every decision:

VALUES:

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RESPECT – For self and others, including both character and culture.

TRUST – Be honest, sincere and seek the truth.

ACCEPTANCE - Respect and welcome others' diversity.

RESILIENCE – Care for self and others as we build our capacity and try new things.

CONNECTION – Nurture authentic relationships to self, others, and our environment.

CELEBRATION – Sharing opportunities, achievements, and ideas with others.

CULTURE: We are very proud of the culture we have nurtured from SASY's beginnings. At its core is; collaboration, inclusion, an enduring commitment to the wellbeing of young people and a shared passion for learning and teaching. We focus on a purposeful culture that extends collaboration, builds leadership, has honest conversations, is agile, where everyone feels accountable and empowered to be creative in their work. As we continue to grow, we will keep on building a place of belonging that encourages, supports and celebrates diversity.

## Ethics and Safety Commitments

All employees are expected to become acquainted with, and work in accordance with all SASY and statutory policies, standards and procedures. This includes any changes or amendments SASY may make to the policies from time to time. This includes, but is not limited to:

- WHS Act and policies
- Financial authorities and procedures.
- Appropriate use of information and systems.
- Department of Human Services 'Working with children' obligations.
- 'Responding to abuse and neglect' obligations.

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012.

*This role profile document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.*