



SCHEDULE A

Position Title	Solutions Specialist
Service Area	IT Infrastructure & Operations
Directorate	Information Technology
Reports to	Head or delegate
Classification	Specialist Coordinator
Last Updated	August 2024

ROLE PURPOSE

As part of the mission of the Catholic Church in the Diocese of Parramatta, the Solutions Specialist is accountable for supporting, enhancing, and managing the configuration of designated cloud applications to meet the evolving needs of the organisation. This role involves working closely with users, IT teams, and other specialists to optimise the performance, security, and functionality of these platforms.

KEY ACCOUNTABILITIES

FUNCTION SPECIFIC ACCOUNTABILITIES

The Solutions Specialist is accountable for:

- Enhancing learning features, integrations and collaboration capabilities within designated applications to meet organisational requirements, support learning and collaboration
- Performing advanced system configuration and policy management to maintain secure, reliable, and well-architected platforms
- Responding to support requests, collaborating with schools and the stakeholders to enable new functionalities
- Providing support and implementation of enterprise mobility and endpoint management solutions
- Mentoring team members, sharing knowledge and best practices to enhance overall team capability, collaborating with peers to promote effective service delivery
- Maintaining clear and professional communication with stakeholders, providing regular updates on the progress of assigned tasks

LEVEL SPECIFIC ACCOUNTABILITIES

Catholic Ethos

- Be supportive of the ethos of the Catholic Church
- Participate in staff liturgical and formation opportunities

Team Contribution

- Understand and contribute to the delivery and continuous improvement of relevant strategic initiatives and operational plans
- Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of CSPD

Risk and Compliance

- Contribute and adhere to policies and processes within CSPD
- Identify and report risks and where possible propose appropriate mitigation strategies

REQUIRED STANDARDS

The standards and expected level of proficiency are integral to the role and will be used as the basis for assessment of suitability and performance.

Standards Framework			
Standard Group		Standard Name	Expected Level of Proficiency
Behavioural	Individual	Self-Development / Continuous Learning	S
		Adaptability	A
	Interpersonal	Collaboration and Communication	A
		Responsibility and Ownership	A
	Analytical	Planning, Organising and Problem Solving	A
Leadership	Leadership	Delegation	S
		People Development	S
		Leading a Team	S
		Understanding the Organisation's Mission	A
		Strategic Positioning	S
Technical/Functional	Technical/Functional	Attention to Detail	A
		Knowledge & Application of Policies, Procedures and Processes	S
		Knowledge & Application of Industry, Emerging Trends and Good Practice	A

Key: P = Proficient, S = Skilled, A = Advanced, E = Expert

TYPICAL EXPERIENCE AND QUALIFICATIONS

- Tertiary qualifications in the relevant area of study
- Appropriate demonstrated experience

Catholic Schools Parramatta Diocese (**CSPD**) is a modern working environment that requires the agility of staff to respond to a changing educational context and the needs of our communities. CSPD may amend the duties and responsibilities of staff in accordance with changing circumstances and business needs.

CSPD is a child safe organisation, and is committed to providing child safe communities that recognise and uphold the dignity and rights of all children and young people.