



## Position Description

# Director of Information and Communications Technology (ICT)

**OMNIA SUPERAT DILIGENTIA**

DILIGENCE OVERCOMES ALL

OUR SCHOOL MOTTO SINCE 1892

Ipswich Girls' Grammar School including Ipswich Junior Grammar School offers high quality, non-denominational education for girls only from Years 7 to 12, with boarding available from Year 5, and coeducation from Kindergarten to Year 6. We pride ourselves on providing a personalised, holistic education with a focus on academic excellence.

### *Our Vision*

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Ipswich Girls' and Junior Grammar School's vision is to be the destination school where globally conscious students lead with grit and grace.

### *Our Purpose*

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Opening doors for a brilliant future.

### *Our Goals*

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**World Ready:** We co-create global learning adventures with our students so that they love to learn for life, and lead with grit and grace.

**Future Focused:** We nurture an adaptive, collaborative workforce that advances the staff community and the educational experience they deliver.

**True Belonging:** We share and celebrate our heritage, diversity, and inclusivity to strengthen our connections and community.

**Destination School:** We leverage our unique place and space as a premier destination for learning and work.

**New Momentum:** We continue our legacy by making smart, resilient investments in our future.

### *Our Values*

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- **Diligence** - Digging deep and using grit to get the job done.
- **Excellence** - Committing to be brilliant together.
- **Respect** - Valuing diversity and embracing the uniqueness of everyone.
- **Integrity** - Finding the courage to do what is right.
- **Care** - Showing kindness, compassion and grace for people and place.

### *Location*

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Address: 82 Chermside Road  
EAST IPSWICH QLD 4305  
Telephone: +61 7 3454 4447  
Email: [principal@iggs.qld.edu.au](mailto:principal@iggs.qld.edu.au)  
Website: <http://www.iggs.qld.edu.au>

THE ROLE	
<b>Position Title:</b>	Director of Information and Communications Technology
<b>Department:</b>	ICT Department
<b>Reports to:</b>	Chief Financial Officer
<b>Classification:</b>	Salary
<b>Hours:</b>	Full-time (1.0 FTE)

### *Your Opportunity*

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The Director of Information and Communications Technology and is responsible for the delivery of ICT services through the implementation of agreed business solutions, infrastructure/systems integration, program/project management, internal ICT customer services and strategy delivery, enhancing the educational and business outcomes of the School.

As the Director of Information and Communications Technology, you will:

- Maintain the standard of excellence required by the School's reputation and uphold the philosophy of the School.
- Promote the interests of Ipswich Girls' Grammar School including Ipswich Junior Grammar School in the school and wider communities.
- Attend staff development and training programs when and if appropriate.
- Comply with work health and safety responsibilities detailed in the safety management system and comply with the School's Staff Code of Conduct.

### *Typical Duties/Skills*

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- Lead the development and implementation of the School's ICT Strategic Plan, ensuring alignment with the School's goals and objectives
- Oversee digital innovation, system integration and the creation of a digital roadmap
- Drive cybersecurity and information management policies, ensuring regulatory compliance, risk mitigation, and the protection of staff and student digital assets
- Ensure alignment between IT initiatives and educational objectives
- Integrate emerging technologies including, but not limited to, artificial intelligence in education, cloud computing solutions, advanced learning management systems, and data analytics
- Provide strategic advice to Executive on ICT and digital solutions to optimise the School's organisational performance
- Foster a high-performance, digitally capable ICT workforce, mentoring and developing ICT talent.

### *Your Role*

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Working closely with the Chief Financial Officer and broader Executive team, the Director of Information and Communications Technology will ensure the school network, and its associated infrastructure is managed with a strong focus on connectivity, availability, security and user-friendliness.

#### **Technological Governance**

- Ensure the school network and infrastructure are managed with a focus on connectivity, security, user-friendliness and sustainability
- Ensure compliance with Australian educational technological and privacy regulations.

#### **Customer Service**

Ensure that the ICT team manages the School's Helpdesk and other services proactively to provide support to school staff, students' use of ICT within the agreed service level

- Ensure that the ICT team have the capability and capacity support a consistent high quality and flexible customer experience to all School stakeholders.
- Collaborate with relevant stakeholders in the preparation, review and updating of ICT policy documents.
- Lead and manage the ICT team in implementing ICT policies, projects, practices and systems
- Identify and drive changes to improve the quality of the ICT service to its customers (students and staff).

### **Leadership and Management**

Effectively lead the ICT team to deliver ongoing improvement in the quality of services, business performance and staff development and reputation.

- Foster continuous improvement: motivate, coach, and manage the ICT team toward the achievement of School goals and develop capability across the department
- Guide and coach the ICT team through organizational changes, by regularly explaining the business context, objectives and priorities of the School
- Encourage and lead staff to undertake relevant professional development.
- Ensure the ICT team have the resources and skills required to be effective in their roles
- Swiftly manage complaints from customers (staff and students) using informed and decisive judgement to ensure the best outcome for all.
- Collaborate with academic staff to ensure that digital learning is informed by contemporary pedagogy and emerging technologies
- Build and sustain collaborative and cooperative relationships with all stakeholders
- Communicate effectively up and down the School structure to achieve a cohesive direction or the ICT team
- Develop and enhance relationships with key suppliers
- Establish strategic relationships with vendors and service providers and negotiate and implement service agreements which ensure that the School obtains maximum benefits from these relationships.

### **Project Management**

Provide project management and support to deliver the School's ICT project by:

- Develop solutions for project requirements while delivering the projects on time and within budget
- Liaise with key stakeholders to manage the return of old hardware and deployment of new resources
- In conjunction with the CFO, develop and manage the ICT budget which includes hardware (servers, workstations, portable computers, network devices, printers, etc.), software, capital infrastructure, educational systems and content, including
  - Obtaining quotes, ordering equipment, and liaising with suppliers and contractors for both software and hardware
  - Implementing new infrastructure to support ICT strategic goals
  - Research, develop and implement upgrades for both regular turnover and network expansion
- Manage and maintain the development and implementation of disaster recovery systems, business continuity plans and incident management processes
- Manage and maintain ICT infrastructure (hardware and software) risk assessments
- Work with key stakeholders to oversee the architecture of data analysis management across the School.

### **Educational Technology Strategy**

Guide the strategic direction of the School's ICT services team via effective project planning, management and future planning.

- Collaborate with key stakeholders (Executive, IT Committee, Academic Committee) to develop, implement and amend the School's ICT Strategic Plan
- Liaise with the School community to understand their ICT infrastructure needs and expectations and manage accordingly

- Ensure that learning spaces support innovative technology-rich learning experiences for both staff and learners in both formal and information physical environments
- Develop and maintain a close working relationship with key internal and external stakeholders to maintain an awareness of trends and developments i the needs of the School to support its strategic and organizational objectives

### *Occupational Health and Safety*

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All staff members employed at the School are required to:

- Demonstrate in daily activities a commitment to health and safety in the workplace by always performing tasks in the safest possible manner - safe for the individual, co-worker and students
- Always ensure that you work in compliance with all laws, acts, regulations and policies outlined in all policies, manuals and handbooks, as updated from time to time
- Report all hazards and incidents that the individual is party to, or observes, in the correct manner
- When required or directed by the School, participate in any health and safety training.

### *Competency Required*

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- Ability to apply both a commercial and educational perspective when considering technology selection and deployment.
- Experience in leading and developing ICT teams focusing on client satisfaction, service delivery and alignment to industry standards.
- Ability to explain complex technology solution in a non-technical business manner in terms of outcomes, benefits, risks, issues, and approaches to be considered.
- Demonstrated understanding and experience in the governance of ICT, including knowledge of relevant standards and industry practices, including cybersecurity and risk.
- Demonstrated initiative and enterprise in developing and maintaining policies and procedures that are efficient and effective in the management of the School's ICT infrastructure
- Project management/delivery skills with the capacity to conceptualise, implement and manage complex projects.
- Ability to manage and update documentation to ensure appropriate knowledge management of the ICT environment.
- Ability to elicit, document and effectively interpret business, functional and technical criteria to enable selection and deployment of appropriate technology aligned to the needs of the School.
- Experience in managing outcomes with Microsoft-based networks, communications and office tools in complex organisation.
- Knowledge and understanding of current and emerging issues in ICT through ongoing learning of relevant new ideas, practices and technologies
- Operational knowledge of intricate networks incorporating storage, servers, communications and desktop environment.
- Strong understanding of network threat mitigation, including anti-virus, anti-spam and internet filtering
- Ability to work with minimal oversight, with the ability to prioritise tasks and work under a high-pressure environment.
- High level of oral and written communication skills including the ability to communicate at all levels in both technical and non-technical terms.

### *Formal Qualifications*

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Recognised qualifications in either Computer Science, Information Technology, ICT Project Management, or an IT related field.

### *Selection Criteria*

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Within the context of the duties described above, the ideal applicant will be someone who has:

