WAVERLEY CHRISTIAN COLLEGE Inc

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Position Description

Position:	ICT Manager
Campus:	Wantirna South and Narre Warren South
Employment Status:	FTE 1.0
Reports Directly To:	Business Manager
Works Closely With:	DoTL, DoLIT, ICT Committee

Information and Communication Technology (ICT) is an integral part of education, both in student learning and the general functioning of a school. With new technologies, AI and the challenges of cybersecurity emerging and becoming commonplace in business and pedagogy, it is vital that a school makes good use of ICT resources, systems and protections to provide excellent outcomes for students, staff and parents. The direction and decisions in ICT require input from both education and technical staff who work closely together.

The ICT Manager is a key leadership position which reports to the Business Manager and works in cooperation with the ICT Team (including the ICT Committee), the Director of Teaching and Learning (DoTL), and the Director of Learning Innovation and Technologies (DoLIT) to provide the strategic, operational and financial management of all aspects of information and communication technology at the College.

As the onsite technical lead, the ICT Operations Manager will provide day-to-day coordination of the ICT support team and projects liaising with key school stakeholders in the provision of client-centred, efficient, effective and integrated solution-focused ICT services for staff, students, and parents of the College.

Ministry Specifications and key selection criteria:

Qualifications:
- Bachelor of Information Systems or similar.
- Postgraduate qualifications will be highly regarded.
- Project Management, PMO, Cisco Certified Network Associate and CompTIA Security+ certifications will be highly regarded.

Experience and capabilities:
- Significant ICT leadership experience leading an IT team – ideally in an education environment.
- Demonstrated experience creating and implementing an IT strategy in a medium to large organisation that is responsive to key needs.
- Capability in collaborating with other leaders and professionals to implement technology
- Project management and change management experience, including setting up a PM, tender writing and supporting the gradual maturation of ICT systems and ICT architecture processes.
- Experience with BYOD programs for student devices.
- Experience across PC and Mac platforms.
- Experience with the use of API in software environments.

ICT Systems
- Provide strategic direction to the design, implementation and operation of key ICT systems across the College to support effective teaching and business operations.

- Support the strategic and future planning of ICT software and equipment by keeping abreast of emerging technologies and proactively testing and recommending new ICT technologies.
- Oversee the design, implementation, and management of server, wired and wireless networking and storage systems.
- Plan infrastructure development and replacement cycles of all systems and connected equipment.
- Maintain an awareness of enhancements and upgrades to software and systems as they become available and use this knowledge to assist in developing systems and processes that utilise the capacity of software and cloud-based systems
- Evaluate and implement upgrades and installations to ensure integrations are seamless and consistent between all systems throughout the College.
- Liaise with the ICT Team, DoTL, DoLIT and others as required in the development of policies for the use of systems and devices.

ICT Committee
- Work as a key member of the ICT Committee to contribute to and advise on ICT policy, guidelines and strategy in line with the ICT Strategic Intents (Consumers to Creators, Discipleship in the digital age, Empowered leadership, Fair and Equitable access, Digital and Global Citizens, Safe and Secure Community).
- Develop and maintain up-to-date policies and procedures for staff and student use of ICT infrastructure.

Network Management and Security
- Evaluate and recommend appropriate software to protect and enhance the operation of the College network.
- Ensure that the security of the College network and data storage is appropriate and tested regularly to identify ongoing improvement and training for users.
- Oversee the protection of College information and data from external threats.
- Ensure ICT processes adhere to the College's Privacy Program, Notifiable Data Breach Plan and other related policies.
- Advise the Business Manager on insurance requirements for IT-related policy areas.

College Business and Learning Management Software – Synergetic, SEQTA, Magiq, HR3, Martian Logic
- Ensure key network and major software license agreements are maintained and appropriate.
- Manage the support of the key software for College operations.
- Liaise with the Business Manager, DoLIT, and ICT Committee with regard to the hardware and software requirements, purchases, and priority of job requests from staff.
- Collaborate with other key stakeholders to select and implement suitable integrated replacement software that meets the requirements of the College.

ICT Team Management
- Manage, support, and mentor the College's internal ICT team, delegating work appropriately and assisting team members in achieving key results and improving performance.
- Conduct annual performance appraisals for each member of the ICT Team.
- Develop policies, processes and practices for the ICT team.
- Ensure the ICT team maintain relevant documentation and record-keeping.
- Coordinate and approve professional development for the ICT team.
- Actively manage critical issues or outages outside of standard hours of operation
  Note: Some after-hours work may be required if work on ICT systems during normal hours would be disruptive to the LAN.

Service Desk
- Ensure a customer service focus for the ICT department.
- Ensure the use of FreshService to triage issues and requests and to ensure that all issues are resolved in a timely manner.
- Provide upskilling and in-servicing (training) of staff, as appropriate, on key systems.

Risk and Compliance
- Develop and maintain ICT capacity and disaster recovery plans, ensuring the reliability and security of systems and information.
- Facilitate audits and reviews of the ICT environment and staff policies, processes and practices (input may be provided by the Council's Risk Management Committee) to ensure compliance with all relevant ICT legislation and standards.
- Identify, mitigate, manage and plan for ICT risks, updating the ICT Risk Register where appropriate.
- Support the effective protection against cybersecurity breaches and events.
- Maintain records of all ICT contracts and agreements.

Project Management
- Manage the delivery of ICT projects to scope, budget and timeframe, liaising and managing with third-party suppliers and vendors on behalf of the College where necessary.
- Oversee the purchase and distribution process of devices for both staff and students.
- Develop, implement, and maintain a robust technology program aligned with the school's strategic direction, compliance requirements, and industry best practices.

ICT Budget
- Preparation and Management of ITC budgets.
- Oversee the installation of all software and hardware and train the staff in their use.
- Implementation and ongoing management of an automated backup of documents and data files on all systems.
- Undertake projects and additional tasks as directed by the Business Manager.

Other
- Management of the phone system hardware and software.

Inherent Requirements of the Role

Administration / IT Staff
- Contribute proactively to a culture of child safety
- Prolonged periods of sitting
- Using a computer for a prolonged period of time
- Some repetitive actions (e.g. stapling, hole punching, collating)
- Occasional food handling and preparation
- Ability and licence to drive College cars, as required
- Occasional bending, lifting and carrying
- Standing tasks requiring twisting and turning
- Psychological resilience and flexibility in response to unanticipated events and IT incidents
- Ability to work the occasional evening and/or weekend to support the upgrade or restoration of key systems

Occupational Health and Safety Responsibilities
- Ensure, so far as is reasonably practicable, that work/study/classroom areas under your control are without risk to health and safety of occupants

- To have knowledge of, and comply with the College's OHS policies and procedures
- To comply with all safe work practices, ensuring reasonable care of your own health and safety and that of other staff, students and visitors
- Participate in relevant training and induction sessions
- To report all incidents and/or potential hazards via the reporting system on the Staff Portal as soon as possible

College expectations of you include:
- Be familiar with, and supportive of, the College's policies regarding child safety
- Adherence to College Policies and Procedures
- Support of the Waverley Christian College ethos
- Upholding the College staff dress code

As part of your employment, you are expected to participate in a range of duties beyond your own responsibilities. The College Calendar provides additional detailed information. These duties may include, but are not limited to:

- Participation in relevant meetings
- Attendance on the first day for staff, Staff Retreat and end-of-year function

Some duties will need to be performed at times other than during the school day including on weekends. Your duties may be varied by the College from time to time in accordance with the College's operational requirements.