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## POSITION DESCRIPTION

**Position:** Manager ICT

**Classification:** N/A

**Reports to:** Director of Corporate Services

**Tenure:** Ongoing

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The Manager ICT will ensure the smooth operation of the ICT department in alignment with the operational objectives of the College. The Manager ICT will plan, direct, coordinate and design ICT-related activities, as well as provide administrative direction and support for daily operational activities of the ICT department.

The Manager ICT will take an authoritative, pro-active approach in dealing with external vendors and contracts. The role will manage and balance the expectations of the College within the framework of staff, student and resource limitations. The Manager ICT will keep abreast of latest technologies that may be of benefit to the organisation and make recommendations, supported by documentation, costing etc and present to business.

The Manager ICT will provide leadership to ICT operations and infrastructure ensuring that an appropriate technical support framework is in place, including the management and delivery, of service support and service delivery. The Manager ICT will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions. The Manager ICT will define and implement ICT policies, procedures, and best practices.

**KEY RELATIONSHIPS:** Staff, Students, ICT Team, College Leadership Team, Director of Corporate Services and Principal

The outline of this role is as follows:

### 1. MAIN RESPONSIBILITIES

- Provide leadership in the identification, evaluation and implementation of new and emerging infrastructure and digital technologies within the context of the College's strategic plan
- In collaboration with the Director of Corporate Services, coordinate the evaluation and selection of the College's network, hardware and software requirements and licensing, to ensure that applications are properly licensed and support the learning and teaching program appropriately
- Oversee the work and development of the network and IT support staff, including their professional learning
- Manage and maintain physical and virtual servers, computers and peripherals
- Formulate and implement the ICT capital and recurrent budgets and monitor expenditure to ensure targets are met
- Ensure the effective engagement of the College staff in the development and implementation of all ICT initiatives
- Oversee the Help Desk and ensure timely and friendly customer service is provided

- Lead the roll-out of new desktops, laptops and peripherals
- Contribute to the development of the ICT strategic plan, policies, processes and procedures
- Manage and oversee the operation of the network and its security, recommend and implement appropriate measures to maintain data security
- Monitor network performance and data security, and report breaches to the Director of Corporate Services
- Develop and implement appropriate backup and recovery procedures for all critical systems
- Comply with College policies, procedures and maintain an active health and safety culture
- Be familiar with the Child Safe Framework and its underpinning concepts.
- Take a shared responsibility to ensure ongoing support for a child-safe culture within the Catholic Education system.
- Other duties as required

## **2. SELECTION CRITERIA**

### **Essential**

- Tertiary qualifications at degree level or relevant experience within the ICT industry
- Proven ability to supervise and monitor the work and the workflow of others within an ICT environment, this may include the allocation of responsibilities, monitoring of performance, and mentoring of team members
- Excellent knowledge and previous working experience in developing and implementing ICT strategies
- Knowledge and experience with information systems in education, in particular, school management systems, learning management systems and web portal solutions
- Demonstrated ability to display discretion and maintain confidentiality in all work-related interactions in a demanding and busy environment
- Demonstrated ability to monitor, analyse and address server and network issues as required
- Strong dedication to customer service
- Strong problem-solving skills and the ability to implement and manage change
- Excellent verbal, non-verbal and written communication skills

### **Desirable**

- Experience in a comparable role in either a secondary college/school or tertiary institute
- Demonstrated capability to assist teachers in effectively and appropriately integrating ICT into teaching and learning
- Experience delivering projects from conception to completion

## **3. TERMS OF EMPLOYMENT**

- Occasional evening and/or weekend work may be required
- Five weeks annual leave
- Working with Children Check (WWC) required
- National Criminal History Check (as issued by the Department of Education WA)