

Position Description

Information and Communications Technology Manager (ICT Manager)

Reports to	Business Manager
Accountable to	Head of College
Supervises	ICT Support Officer
Collaborates with	Head of Senior Campus, Head of Junior Campus

Purpose

The ICT Manager is responsible for organising, planning, implementing and maintaining ICT infrastructure that supports the strategic direction of the College, grounded in an understanding of the College as a learning community and aligning the colleges processes and systems with available technologies.

General Accountabilities

- Exhibit behaviour, through word and action, which reflects the ethos and Christian foundations of the College
- Abide by the Staff Code of Conduct
- Be familiar with and follow College policies and procedures
- Carry out responsibilities in a safe manner as outlined in the College's Work Health and Safety Policy and associated procedures
- Reflect proactively on his/her own work performance and seek further training or professional development opportunities to update knowledge and skills

Skills/Knowledge

- In-depth knowledge of the Microsoft 365
- Microsoft server management (virtualised environment - VMWare) and Veeam Backup and Recovery
- Knowledge of the Amazon Web Services & Azure environments
- High level of technical skills and troubleshooting ability
- Proactive approach to planning
- High level knowledge in managing switching and Wi-Fi networks
- Large-scale deployment across Windows and iOS platforms

Qualifications

- Tertiary Qualifications (bachelor's degree minimum)
- Certifications in Microsoft 365 and Amazon Web Services desirable

Experience

- Previous experience in managerial ICT role or
- Minimum 5 years in ICT support role(s) in a senior role or with elements of project work
- Experience in an education setting is desirable but not essential

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Responsibilities/Duties

- Be responsible for the maintenance of all College ICT infrastructure and devices, software and internet services
- Manage the relationships with external managed services providers
- Produce and Maintain documentation of all ICT topography, software, systems and processes
- Develop and maintain annual budgets, including future budget forecasts, in relation to ICT
- Proactively manage network security, driving continuous improvement and providing advice to the Head of College and Business Manager through a risk assessment process
- Manage College APIs and data connections and monitor for security risks, best practice implementation and advise on improvements
- Ensure that appropriate data retention and backup/disaster recovery processes are developed, maintained, tested and report results to senior leadership
- Proactively monitor the Standard Operating Environment, and make recommendations on appropriate improvements and platforms
- Ensure management of all devices through appropriate device deployment and management platforms
- Assist Senior Leaderships develop and implement appropriate policies for data integrity, security and privacy
- Manage the patching and updating of all ICT infrastructure
- Maintain knowledge in advances and trends in technologies used in Schools
- Perform audits of College operations with respect to their practices and systems
- Develop and maintain new systems and provide training, guidance and assist with documentation
- Instigate ICT team meetings, and regularly report to the Business Manager and Head of College on team performance and meeting Service Level Agreements
- Develop a positive, service-oriented culture in relation to ICT support
- ICT project management from initial definition, preparing proposals, testing, and implementing agreed solutions
- Develop strong working relationships with the Heads of Campus and other Education staff to develop a strong link between educational outcomes and the ICT environment
- Induct and train staff in the use of ICT systems as required
- Supervise ICT staff to achieve Service Level Agreements for support
- Perform end user support of all levels (noting this is a hands-on role)
- Attend Executive, Leadership and other committee meetings as required from time to time
- Perform other duties as may be nominated by the Head of College or Business Manager from time to time

April 2021