Position Description

Position: **ICT Manager**

Reporting to: Business Manager

Type of Position: Full-time

Last reviewed: January 2019

Summary

Bayside Christian College is an ELC to Year 12 School located in natural surrounds in Langwarrin South. The ICT Manager leads the ICT Department overseeing all IT, Telecom, Security, and Audio Visual systems providing service and support to all staff and students.

Specifically, the ICT Manager is responsible for:

- Advising the Executive team on all ICT matters and implementing the college ICT Strategic Vision;

- Overseeing the maintenance, improvement and expansion of ICT services and support to help meet the ongoing educational and business objectives of the college;

- Leading the ITC Team (currently two ITC Support Technicians);

- Providing end-user support to staff and students for all hardware and software computing facilities throughout the ELC, Primary, and Secondary schools;

- Ensuring smooth and reliable operations of the ICT systems throughout the school, enabling teaching and administrative staff to operate efficiently and effectively;

- Oversight of the college ICT budget; and

- Negotiating with and working constructively with technology providers to obtain the best ICT-related products and services for the school.

Reporting and Interpersonal Relationships

The ICT Manager reports directly to the Business Manager. Close interaction with the Executive Team, teaching and administrative staff, and technology suppliers is required on a regular basis.

Person Specification

- Good understanding of and commitment to the mission and philosophy of the College

- A minimum of five years of experience in a similar role/s managing the IT services of a medium sized organisation

- Strong interpersonal skills, including the ability to communicate clearly in both oral and written form, and demonstrated capacity to build rapport with a variety of stakeholders

- Able to problem solve, demonstrate initiative, use common sense and work well under pressure

- Good organisational ability and an appreciation for good process

- A high standard of personal presentation and integrity

Required Qualifications/Training:

- Tertiary qualifications and/or familiarity with educational systems will be viewed favourably, however are not an essential requirement of the role

- A current EMPLOYMENT Working With Children Check card will be required before commencement in this role

- First Aid training (including Anaphylaxis and Asthma)

Specific Duties

The ICT Manager is responsible for the following duties:

- Leading all casual, part-time, and full-time staff employed by the college in the ICT Department.

- Developing/maintaining a detailed technical strategy (master plan) and budget for implementing the college ICT Strategic Vision, including designing a high-performance, reliable, and cost-effective network that is capable of meeting the current and future requirements of the college; and/or, including identifying the need for engaging outside expert advice in the design of such network as required.

- Making recommendations to the Executive Team and ICT Committee on the development and revision of ICT-related policies (e.g. Acceptable Use, Cybersafety, Cyberbullying) for staff and students, including the writing of draft proposals for review and implementation.

- Developing a comprehensive backup plan and disaster recovery (DR) strategy to ensure that all critical systems are protected and recoverable in the event of an isolated (system or hardware-based) failure, or a wide-scale disaster such as fire, flood, or other natural or man-made disasters.

- Develop and manage routine monthly inspections of computer equipment, including IWB's and projectors to ensure they are serviced and repaired as necessary, and to note any damage or theft of assets.

- Develop policies for the maintenance and patching of servers, networking equipment, workstations, laptops, chromebooks and iPads using appropriate software systems to ensure systems comply with network security and anti-malware policies.

- Developing and maintaining a practical and effective Help Desk system for staff and students to log support requests for ICT questions or issues.

- Developing and maintaining an ICT hardware and software asset register to record all ICT assets, ensure compliance with software licensing agreements, identify necessary maintenance schedules, and record maintenance and repair history of equipment.

- Negotiating agreements and maintaining good relationships with technology providers used by the college, including managed services for ICT (e.g. copiers, printers, and other IT-related services); maintenance contracts (e.g. projector and PA equipment); and, security systems.

- Overseeing the design and maintenance of the College website and all other technology-based branding or media (e.g. YouTube, Facebook, and Twitter).

- Maintain efficient and stable operation of the core wired, wireless, and telecom networks at the College, including: network switches, routers, firewalls, wireless controllers and access points, PABX systems; and, any network monitoring systems used to ensure smooth operation of the network and quick resolution of any identified problems.

- Maintain efficient and stable operation of all of the servers and storage arrays serving the college network, including oversight of any troubleshooting of systems problems and instigating corrective action by internal or external parties as necessary.

- Ensuring that essential backup services for all critical systems are in place, are being actioned according to the backup plan, and that test recoveries are performed periodically to ensure the backup systems and media are working properly.

- Ensuring that ICT-related policies approved by the ICT Committee and Executive Team are implemented and enforced.

- Ensure that all questions, faults and issues logged in the college Help Desk system, are prioritised, updated, escalated, and closed as required.

- Assist the Executive Team and ICT Committee with identification of required ICT-related training need for staff and students, as well as assist with the implementation of training for staff and students.

- Maintain ICT-related technical knowledge and attend at least one Education or Technology related seminar or conference annually to help keep abreast of the latest trends, strategies, and challenges in Education IT.

- To be aware of all matters relating to Health and Safety and to implement safe working practices for the ICT Department.

- Other related duties, as required.

It is a requirement of this position that the College's Child Protection Policy and Child Safety Code of Conduct are adhered to at all times. All staff and volunteers will need to demonstrate that they are familiar with the contents of College's Child Protection Policy and Child Safety Code of Conduct.

This Job Description may change at the discretion of the Principal and it is subject to annual review.