



POSITION DESCRIPTION

TITLE:	Information Systems Manager
HOURS:	Full-time
REPORTS TO:	Principal via IT Manager
COMMENCEMENT:	January/February 2025

POSITION OVERVIEW:

Liases with:	Teaching staff Non-Teaching Staff
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PHILOSOPHY:

The care of and interest in the individual student is one of the most important aspects that differentiates Pittwater House from other education institutions. Differentiating between the sexes and maximising the pedagogical needs of each gender is a core aim of Pittwater House Schooling.

Providing the students with an academic, relevant, global, 21st century educational experience that encourages the use of technology and critical thinking skills is central to the Pittwater House service.

Honesty and integrity are the first of the Pittwater House Core Values and need to be reflected in staff attitude towards all areas of the school. Confidentiality of records and information, both personal and corporate, is of paramount importance. In all dealings with parents, students, staff and members of the public your approach needs to reflect the high standard and reputation of the school, and your actions need to be in accordance with relevant laws.

The Role

The Information Systems Manager position is responsible for managing and integrating the school's database systems.

Reporting to the IT Manager, this is a varied role that would suit someone with a solid understanding of schools and a technical appreciation of databases and the importance of data integrity.

As a member of the Schools ICT Team, the Information Systems Manager will use their exceptional database knowledge and their passion for solving real-world problems to assist the various key stakeholders to improve the data management systems at the school as well as guide users in better data processes.

Conditions of Employment

The terms and conditions of employment are according to the *Independent Schools NSW (Support and Operational Staff) Multi Enterprise Agreement 2021*. This position is classified as a Level 4 Administrator.

Hours of Duty

This position is established as a full-time position. The hours will be from 8.00 am to 4.00 pm Monday to Friday with a 30 minute break for lunch and a 10 minute break in the morning.

This role works across the full school year. Annual leave is expected to be taken in non-term time although this can be negotiated, subject to operational requirements.



Pittwater House

Responsibilities of the Information Systems Manager include:

- Oversee the School Management Systems;
- Providing training and support for staff relating to the School Management System and other associated systems;
- Escalating issues to the appropriate vendor as required;
- Responding to helpdesk tickets regarding the school's database systems in a timely manner;
- Helping to manage the integration of multiple systems and related project work;
- Advising and contributing to the current and future design of the school database systems and related services;
- Maintaining a central knowledge base for the ICT team including operational, technical and configuration documentation;
- ongoing maintenance of school management systems, including applying and testing patches, fixes and upgrades and maintain security measures to safeguard data;
- Performing other related duties as required.
- Identifying opportunities for the streamlining of processes enabled by IT solutions
- Consulting with staff to determine requirements, documenting specifications and working with vendors;
- Liaising with external consultants to ensure that systems developed comply with the school's standards and can be integrated to the existing systems
- Providing access to data sources in accordance to end user's information needs and views, within the guidelines of data privacy and security
- Enabling data distribution across systems, in appropriate format and in a timely manner through SQL.
- Administering the SQL Server environment (Data Warehouse)
- Developing and maintaining PowerBI dashboards and other SQL Database reports by responding to School needs
- Supporting SharePoint sites and PowerApps used by the School;
- Being aware of Data protection rules and regulations and apply these as required

All members of the ICT Department are expected to:

- Support the IT department to carry out a range of IT support functions to ensure the smooth running of the department;
- Support the clients of the department (staff and students), to enable them to best perform their roles;
- Support the School by ensuring the continuity of services, along with the security and integrity of data;
- Support the School by responding to all enquiries in a prompt, courteous and professional manner;
- Support the IT Manager with projects and new services.
- Provide communication with parents where appropriate.
- Assist the IT Manager in other such duties as may be required, consistent with the job holder's knowledge, skills and abilities;

Common to all roles for ICT staff members are:

- Assisting with 1st and 2nd level support where necessary;
- Troubleshooting of ICT systems and services;
- Assisting with the development and maintenance of policies for client usage;
- Escalating all enquiries outside the scope and expertise of the individual's role, and where appropriate seek education around resolutions;
- Providing appropriate change management and documentation as needed;
- Day to day administrative tasks ensuring smooth running of all ICT systems and services



The skills and requirements of this position are:

- Working With Children Background Check
- Formal IT qualifications – Diploma/Degree or equivalent experience
- Proven working experience with databases and Web technologies
- Hands on experience with database standards and end user applications
- Experience with database queries, backup and recovery, security, DB2 and MSSQL
- Experience with database design, documentation and coding
- API / web services experience
- Experience with automating workflows and integrating data via form tools
- BI experience (PowerBI)
- Excellent problem-solving skills
- Prior experience in a similar role, preferably with experience delivering technology in an education environment
- Understanding of data warehouse systems and data analytics systems within an educational setting
- Advanced written and verbal communication skills including the ability to engage with executive (gathering feedback and providing updates), staff and students as well as external vendors
- Ability to work within tight time frames and to budget

Desirable

- Experience administering TASS Student Management System
- Microsoft Certified Professional qualifications in Database field
- SharePoint experience
- Knowledge of School Admin systems
- Knowledge of the independent school sector
- IT Service Management experience, preferably with ITIL knowledge

Workplace, Health and Safety is the responsibility of all employees. All employees must perform duties in accordance with the Work Health and Safety Act and the workplace, health and safety requirements of Pittwater House.

This role will be further developed to utilise the individual strengths and initiatives of the incumbent.

There will be a review of the role on an annual basis.

Given the nature of the role and technology environment at TPHS, it may be necessary from time to time for the employee to work out of hours to perform their work duties.