



Pittwater House

POSITION DESCRIPTION

TITLE: Information Communication and Technologies (ICT) Manager

HOURS: Full-time

REPORTS TO: Principal via Business Manager

COMMENCEMENT: Full Time – Commencing August/September 2024

POSITION OVERVIEW:

Liaises with:

1. School Executive
2. Staff
3. Parents/Guardians
4. Students
5. Community

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 Schools and your actions need to be in accordance with relevant laws.

The Role:

The ICT Manager is responsible for the overall leadership and management of information and communication technology ('ICT') In the School and the delivery of a full range of ICT services to enhance learning and administration.

The ICT Manager is responsible for promoting and supporting the vision and values of the School. They are directly responsible for the delivery of ICT Services for the School, project and strategic management, network management, systems integration, ICT team and the management of applicable Service Contracts.

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 Clerical and Administrative Level 4.2 and attracts an over award payment.

Hours of Duty

The ICT Manager role is a permanent full-time position. Hours on campus are 8am to 4pm, Monday to Friday however some flexibility may be required to attend and/or support events outside of normal working hours.

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

The ICT Manager role is responsible, via the Business Manager, for the following:

- Effective leadership, management and development of the ICT team to deliver high-quality service demonstrating a customer focused approach that meets the needs of the School community and demonstrates a commitment to achieving learning outcomes.
- Providing specialist knowledge and advice to the School Executive, ICT Strategic Committee and the Board of Directors.
- Working with the Business Manager to align ICT strategy and planning with the strategic objectives of the School.
- Ensuring the integration of ICT across the curriculum to support the Schools learning framework.
- Maintain up-to-date knowledge of ICT global developments to shape the future ICT strategic directions at the School.
- Researching new technology and recommending appropriate implementation inline with the ICT budget in consultation with the Business Manager.
- Providing day to day management of the ICT team.
- Managing a wide range of ICT Service Contracts.
- Managing School wide ICT projects.
- Diligent management of the ICT budget.
- Provide briefings to staff on ICT changes or deployments that may impact them.
- Acting as an escalation point as needed for parents to ensure that communication and technical services are being provided meet the needs of the School community.
- Ensuring staff have the appropriate training for ICT in their roles.
- Ensuring network, cloud and onsite services meet agreed Operating Level Agreements.
- Act as a point of escalation providing technical advice and support for the ICT team and staff.
- Coordinate change in line with ITIL and School standards.
- Responsible for the Schools Microsoft Infrastructure including Cloud based servers and directory synchronisation.
- Ensuring management and oversight of the Schools web filtering and firewall systems are operational and meeting the needs of all users; ensuring that students are kept safe online whilst allowing the effective delivery of learning and reporting at School.
- Manage the requirements for system and software licensing (including cloud services and subscriptions) to ensure the needs of the School and curriculum are being met.
- Ensure database synchronisation between the various network systems and applications.
- Manage the School Data Warehouse infrastructure, including implementation and engagement of third-party vendors as required.

- Through the ICT Team and/or Service Contract Managers, ensure:
 - ICT network and systems are effectively managed and maintained.
 - Network and core systems are effectively managed and updated to consider the growing needs of the School.
 - Ensuring the Schools connectivity is robust, supporting the needs of the Schools staff and students.
 - Ancillary services (e.g. telephony and print services) are effectively managed and operating.
 - A disaster recovery plan and incident management plan are in place to ensure the recovery of all critical systems and services in a timely manner.
- Responsibility for IT security systems including Anti-Virus, network and software security.
- Ensuring the protection of the Schools data with IT security systems and services
- Planning, coordinating and implementing system security measures in order to protect data, software and hardware.
- Delivering an IT security framework in line with the Schools needs.
- Responsible for the procurement of IT hardware across the School.
- Developing a Total Asset Management Plan in conjunction with the Business Manager.
- Ensure all storage and backup is managed efficiently with minimal business interruption.
- Responsible for the Schools data archiving in line with Australian Standards

Skills and requirements of this position are:

- A tertiary Information Technology related qualification and /or equivalent experience.
- Certification and clear understanding of the ITIL / ITSM frameworks.
- 3-5 years' experience in a similar role.
- Ability to build and maintain positive working relationships.
- Outstanding presentation and communication skills.
- Strong planning, organisational and problem-solving skills.
- Proven ability to lead, inspire and develop a team providing a positive working environment.
- Ability to clearly articulate technical issues and concepts to non-technical people.
- Capable of adapting to new concepts in a rapidly changing technological environment
- Knowledge and familiarity with Windows and MacOS systems/core applications (MS Office, Office 365) and proven experience administrating and supporting both Windows and MacOS environments.
- Experience working on Network upgrades and performance monitoring.
- Experiencing administrating VMWare products and ESXi.
- Advanced skills in TCP/IP Networking (HP/Aruba).
- Advanced skills in VLAN configuration, installation and troubleshooting.
- Experience with firewall maintenance, configuration and troubleshooting.
- Advanced Windows skills (Azure AD & Windows Server).
- Strong technical abilities across a broad range of technology.
- An understanding of the major factors influencing developments in computing and communications technologies within the education sector.

Desirable

- Experience in a K-12 School or the education sector.
- Microsoft Azure Certification, Aruba Network Certification, CISSP or CISA, VMware Certified Technical Associate.

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.

Child Protection

Pittwater House is a child safe environment. The safety, protection and wellbeing of all students and other children and young persons involved in activities at the School are of fundamental importance. The School actively promotes the safety and wellbeing of all students, and all School staff are committed to protecting students from abuse or harm in the School environment in accordance with their legal obligations including the National Principals for Child Safe Organisations. The Schools Child Protection Policy is available to all existing staff via the policy handbook or via request.

Evidence of a valid WWCC clearance will be required prior to employment.

Pittwater House is committed to gender pay equity and to gender equity in advancement and professional development. Pittwater House does not tolerate unlawful discrimination, harassment or bullying.

All employees of Pittwater House are required to comply with the relevant Code of Conduct.