

TITLE OF POSITION: ICT Manager

TYPE OF APPOINTMENT: FULL TIME

1. CONTEXT

Pacific Lutheran College is located at Caloundra on the Sunshine Coast. Established in 2001 as a K-12 coeducational College of the Lutheran Church of Australia, Pacific offers classes from Kindergarten to Year 12. Pacific has a seamless curriculum across Kindergarten to Year 12 with teams of teachers working across the four subgroups of the College. Staff are expected to contribute to a whole of school approach as they work in the Foundation Years (Kindergarten-Year 2), Junior Primary Years (Years 3-5), Middle Years (Years 6-9) and the Senior Years (Years 10–12).

2. ROLE DESCRIPTION

The ICT Manager will ensure the smooth operation of the ICT department in alignment with the operational objectives of the College. The ICT manager 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 ICT Manager will keep abreast of latest technologies that may be of benefit to the organisation and make recommendations, supported by documentation, costing etc.

The ICT Manager 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 ICT Manager will work closely with curriculum to identify, recommend, develop, implement, and support cost-effective technology solutions. As well as these responsibilities, that ICT manager will define and implement ICT policies, procedures, and best practices.

2.1 Engage in ongoing improvement and innovation

As a leader of information systems support in the College, the ICT Manager is expected to:

- 2.1.1 engage in ongoing learning and development and model engagement in ongoing growth in the academic, spiritual and wellbeing dimensions in line with the College's goals and priorities. Be engaged with latest research associated with effective ICT implementation.
- 2.1.2 develop a service-oriented approach to the delivery of Information Services to all members of the college community.
- 2.1.3 ensure the vision and strategic plan for ICT is implemented in line with overall College objectives.

2.2 Enhancing Excellence in Teaching and Learning

As a leader of information systems support in the College, the ICT Manager is expected to work with academic staff of the College to:

- 2.2.1 training of end users as required. Develop an annual PD plan for ICT department staff. Submit a PD budget to the Business Manager as part of the budget request process. Develop PD plans for staff and maintain a department skills matrix.

2.3 Community Building

The ICT Manager is expected to enhance community through:

- 2.3.1 developing and maintaining positive partnerships and collaboration with College Council, Lutheran Education Australia and Queensland, Independent Schools Queensland, IT networks and organisations, students, parents, carers and the wider community.
- 2.3.2 promoting and valuing the College as a rich and effective learning community within the College and in the broader community.

2.4 Leading Effective Organisation and Management

The ICT Manager is expected to enhance the effective organisation and management of the College through:

- 2.4.1 procurement of equipment based on approved capital requests. Consult with stakeholders on their needs prior to procurement.
- 2.4.2 overseeing compliance with software licensing requirements for all applications used by college users on college owned devices.
- 2.4.3 ensuring systems and processes, network systems, disaster recovery plans, business continuity planning, help desk procedures and network configurations are documented and remain current at all times.
- 2.4.3 managing the architecture of the college network to ensure excellent coverage across the college campus. Infrastructure to include but not limited to services, cabling, Wi-Fi access, and network connection. Monitor storage requirements to ensure adequate resources are available.
- 2.4.4 establishing policies for the secure storage of corporate knowledge and implementing end point protection to cover all network users.
- 2.4.5 establishing a system to assist staff and network users to access the network resources off campus after hours.
- 2.4.6 establishing secure back-up systems and test restore performance criteria on a regular basis.
- 2.4.7 contributing to budgeting and master planning decisions as they pertain to ICT systems.
- 2.4.8 developing an annual budget based on the operational priorities and manage procurement and costs in line with the level of delegation to ensure the efficient use of college funds.
- 2.4.9 be responsible for own health and safety and for the health and safety of persons around them. Comply with all statutory health and safety rules applying to the position.
- 2.4.10 overseeing applications upgrades and version management. Establishing systems and processes for the management of all upgrades. Communicating with relevant stakeholders when large-scale upgrades are required that result in outages.
- 2.4.11 attending the ICT committee as a member and provide reports as required.
- 2.4.12 producing monthly reports based on key performance indicators (e.g. budget, resources, system performance, helpdesk tickets, trends etc.) as established with the Principal and Business Manager.
- 2.4.13 performing other duties as directed by the Principal and Business Manager.

2.5 Strengthening Lutheran Identity

As a leader within a Christian school the ICT Manager is expected to:

- 2.5.1 support and contribute to the growth of a strong Christian faith community through personal example and professional leadership. This includes participation in worship activities, staff devotions and retreats, as appropriate.
- 2.5.3 support the Lutheran ethos of the College.

3. SKILLS, EXPERIENCE AND/OR QUALIFICATIONS

- Tertiary qualifications in Information Technology - networking and system administration
- Minimum of 5 years experience in a similar leadership position, preferably in an educational setting.
- Possess current Suitability Card ('Blue Card') from the Commission for Children and Young People and Child Guardian for working with children.
- Possess current driver's licence.
- Possess good written and oral communication skills.
- Willingness and ability to work in a team environment.
- Demonstrated experience in managing Microsoft Windows Server, Exchange Server, SQL Server, System Centre Configuration Manager, Windows operating systems and Apple Mac OS X and iOS operating systems.
- Demonstrated proficiency in wired and wireless network management, configuration and troubleshooting.

4. SELECTION CRITERIA

As a senior leadership role that will require ongoing learning and growth, the successful candidate will need to demonstrate or have the demonstrated capacity to develop the capabilities described below. The successful applicant will demonstrate that they have:

- SC1. Demonstrated experience with establishing systems and processes that promote effective customer service. Previous experience in an education setting would be well regarded.
- SC2. Proven ability to supervise and monitor the work and the workflow of others within an IT environment. This may include the allocation of responsibilities, monitoring of performance, and mentoring of team members.
- SC3. Well-developed analytical expertise, and a demonstrated ability to diagnose and troubleshoot complex technology issues. Demonstrated ability to monitor, analyse and address server and network issues is required.
- SC4. Well-developed written, listening and oral communications skills including the ability to prepare and present detailed papers and reports on projects and/or technology options. Demonstrated ability to create and maintain appropriate network documentation is required.
- SC5. Well-developed interpersonal capacities that enable effective leadership including the ability to collaborate with other leaders within the College to plan and implement a P-12 approach to teaching and learning and support the formation and implementation of other P-12 goals and priorities. Personal capacities to effectively lead staff including the ability to enhance staff wellbeing, effectively use change management strategies, and engage in collaborative reflection, learning and action. Demonstrated qualities of confidence, flexibility, teamwork, resilience, innovation and perseverance to grow the capacity of an effective learning community will also be expected. This will include a personal commitment to lifelong learning and growth.
- SC 6. Demonstrated skills to plan and implement evidence based improvement strategies including the ongoing shaping and reviewing of the vision for effective teaching and learning within the College.
- SC 7. A willingness to support the Christian ethos of the College.

5. CONDITIONS

Salary and related conditions are as per the Queensland Lutheran Schools Single Enterprise Agreement 2016.

6. APPLICATION PROCESS

Applicants should address each of the Selection Criteria, provide their CV, names and contact details of two professional referees and forward their application to the Principal, Pacific Lutheran College by Friday March 9th 2018. Email: admin@pacluth.qld.edu.au.