Information and Communication Technology Manager

POSITION DESCRIPTION

Reporting to:	**Finance Manager**
Employment Fraction:	**Full Time**
Leave Entitlement:	**5 weeks paid annual leave**
Tenure:	**Ongoing**
Campus Location:	**Mt Ridley**
Salary:	**General Staff Level 7**
Prepared:	**April 2024**

Position Context

Hume Anglican Grammar is an independent, multi-campus, co-educational and Anglican Diocesan School offering education from Prep to Year 12 in the Northern growth corridor of Melbourne. We aim to provide our students with an education that prepares them for the challenges of life, equips them to contribute to the community in an environment based on Christian values and at a cost affordable to as many families as possible. It is our fundamental belief that young people who are genuinely happy will engage, aspire and thrive within our learning community. By establishing high standards in all that we do, every student is encouraged and supported to discover and fulfil their unique potential.

Hume Anglican Grammar has an open enrolment policy so educates children from many faiths and with a diverse range of backgrounds and abilities. It has a strong sense of inclusivity and a community-minded focus. We are a progressive school, not just in the development of buildings and grounds, but also in innovative thinking and advancements in our approach to teaching and learning. This is led by a group of dedicated and expert teachers who practise their craft with skill, and by building the strongest of relationships with our students. It is not by chance that we have young people who readily display warmth, humour and respect for one another and their teachers.

Since 2011, the School has occupied the Mt Ridley P-12 campus of 10 hectares, this site will ultimately have 1,428 students. In 2019, it opened an 8-hectare second campus in Donnybrook. Currently numbering 840 students, it will ultimately have an enrolment of 1,596 from Prep to Year 12. At Donnybrook, the Secondary school commenced last year so now has 280 Year 7 and 8 students. Each year as additional classes and year levels are added, it will progress to offer Year 12 in 2028.

In 2023, the School opened its third campus in Kalkallo, as a Primary (P-6) school and as feeder to the Mt Ridley and Donnybrook Secondary schools, it will follow a similar growth pattern to Donnybrook with eventually 588 students.

This year, the school has 2,678 students and employs some 270 staff - 185 teaching and 85 non-teaching. Currently, the student enrolment at each campus is at Mt Ridley 1,418, Donnybrook 868 and Kalkallo 392.

The school is on a growth trajectory and in 2025 is projected to increase to 2,912 students (Mt Ridley 1,428, Donnybrook 1,008 & Kalkallo 476) and ultimately have some 3,612 students (Mt Ridley 1,428, Donnybrook 1,596 and Kalkallo 588) with a corresponding cohort of teaching and general staff on its three campuses with plans for further expansion.

Purpose of the Position

The Information and Communication Technology (ICT) Manager plays a pivotal role in the delivery of the School's information and communication technology service. The ICT Manager leads the entire information and communication technology function of the School, including the School outsourced managed service provider (MSP), currently *CompNow*.

The ICT Manager will plan, organise, direct, control and coordinate the acquisition, development, maintenance and use of computer and telecommunication systems within the School. They provide support to the School's Senior Leadership Team with innovative ideas to ensure that the School remains current with ICT standards and developments, and in line with the School's mission and vision.

The ICT Manager will maintain the secure, efficient and continuous operation of the various elements of ICT infrastructure employed by the School, with a strong focus on business continuity, installation and the update or reconfiguring of systems to achieve operational and strategic goals.

The ICT Manager exhibits the highest level of judgement to calmly manage conflicting demands and ensure all facets of the logistics in delivering ICT services runs smoothly. They foresee the impact of future activities and are able to anticipate demands upon ICT resources. They exhibit a high level of personal judgement and have the confidence and capability to make timely and workable decisions.

The ICT Manager is a middle level general staff position with the direct responsibility for ICT services across the School. As such, they play an active role in the development and application of current and future strategies and objectives and the implementation of the School's Strategic Plan, 'Shaping our Future', as it relates to their goals.

The ICT Manager will encourage and maintain the growth of a high-performance culture of continuous improvement and individual excellence. They promote a positive and productive culture for staff and students and implement quality assurance processes to ensure the effective operation of ICT at the School.

Hume Anglican Grammar is committed to child safety. The ICT Manager supports and promotes the School's child safety culture. Under the direction of the Chief Child Safe Officer, they carry out strategies to embed a culture of child safety and assist in the review of the effectiveness of the strategies and revise as required.

The ICT Manager is a part of the Administration Staff and works collaboratively in a team environment to support and enrich their collective responsibilities.

School Context

The ICT Manager must ensure that regular, timely and comprehensive feedback relating to any aspect of information and communications technology operations is communicated with the Finance Manager or other applicable stakeholders.

The ICT Manager reports to the Finance Manager and works in close association with the Deputy Principal and Business Manager. They are permanent members of the Information Technology Operations Committee and are expected to contribute to the Senior Leadership Team and other school committees as required. The ICT Manager works in close partnership with the Head of eLearning, and other teaching and general staff leaders. The ICT Manager has a number of direct reports, being members of the outsourced managed service provider.

Upon commencement, the position will be based at the Mt Ridley campus with intercampus travel in their personal vehicle an ongoing requirement. In the future there may be the requirement to perform part or all of this role at other locations.

It is inherent within the role that the ICT Manager may be called upon to operate outside the regular school hours to attend to incidents, respond to urgent enquiries or manage matters virtually. Hence, they may be required to work before and after school and on weekends, as necessary.

Responsibilities and Duties

Subject to the discretion of the Principal, the ICT Manager is responsible for the delivery of exemplary information and communication technology services and its conduct and direction within the broader school context. The key responsibilities of the ICT Manager include:

- Leading the outsourced managed service provider and setting priorities between system developments, maintenance and operations
- Building and maintaining vendor relationships for service support including software, hardware and network-related vendors, consultants and partners.
- Providing input towards technical processes and requirements for all areas of the School
- Monitoring and ensuring a high level of customer service through managing escalations and oversight of Help Desk.
- Supporting the Senior Leadership team in the delivery of new initiatives, continuous improvement, risk mitigation, ICT governance, and process development
- Providing expert advice to the Information Technology Operations Committee and contributing constructively so assisting in its decision making
- Ensuring the security and integrity of the School's technical infrastructure, systems and data, by developing and executing ICT Disaster Recovery Planning, maintaining data backups and managing Cyber Security
- Proactively detecting and communicating incidents or performance concerns which may require escalation to the Business Manager or Principal
- Ensuring optimum network performance and taking appropriate measures to mitigate identified issues that affect network availability, reliability, and performance
- Ensuring the School's ICT environment is fully documented including but not limited to maintaining software, licences, devices, network documentation, network diagrams, IP address assignments, and network configurations,
- Reviewing, monitoring and upgrading the network infrastructure, including software and hardware, to ensure that the network is up-to-date and meets the School's requirements
- Conducting regular network and systems audits to identify areas for improvement, including but not limited to security vulnerabilities, performance issues, and reliability problems
- Supporting the Project Control Group in the design and development of major capital projects
- Together with the Finance Manager, manage the ICT Operations budget
- Under the direction of the Deputy Principal, ensure ICT best-practice policies and processes are in place and adhered to, setting, and managing benchmarks and reporting regularly on their progress
- Working in the closest of partnerships with the Head of eLearning to ensure ICT services are meeting the educational needs of the School through the generation of new ideas and a process of continuous improvement
- Regularly and formally assessing the operation of the MSP against key performance indicators
- Playing a key role in the tender process for the appointment of the MSP and assisting the Finance Manager in formulating the terms of the engagement contract
- Ensuring the School is kept up to date with new and emerging information and communication technologies and trends

Qualifications, Skills and Experience:

Essential

- Tertiary qualifications in a related field
- Proven experience leading small and diverse ICT technical teams
- Experience managing and supporting network and server infrastructure
- Knowledge of hardware and software systems used in schools - currently Canvas and Synergetic
- Knowledge of security best practices and data privacy laws
- Support for the educational culture and Christian/Anglican ethos of the School.
- Current Working with Children Check

Desirable

- Experience in an education setting

- Experience in digital transformation projects

Personal Qualities

- Personal sense of initiative, enthusiasm and high energy
- Excellent communication and interpersonal skills to build relationships with key stakeholders
- Excellent organisational skills, planning capabilities, and the ability to balance the demands of competing projects
- Good investigative, problem-solving and analytical skills
- Self-disciplined and the ability to work autonomously
- A resourceful team member who is able to operate in a collaborative and inclusive manner
- High standards and striving to improve their own practice and to make efficiencies in the school setting, and the ability to receive and respond to constructive feedback
- Project management skills to plan and execute technology-related projects within budget and timelines
- Strong technical skills in areas such as network administration, system administration, hardware maintenance, and software troubleshooting
- Knowledge of cybersecurity best practices and the ability to implement security measures to protect the school's network and data
- Willingness and ability to stay updated with the latest technology trends and advancements in the educational technology sector
- Demonstrated interest in ongoing personal and professional development

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Key Selection Criteria

1. Demonstrated experience in a similar role including managing and maintaining ICT systems, networks, and software

2. Excellent organisational skills, planning capabilities, and the ability to balance the demands of competing projects

3. Proven customer service ethos and strong stakeholder engagement capability

This Position Description may be altered from time to time to meet the operational needs of the School.

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│   Principal (CEO)    │
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│  Business Manager   │
│       (CFO)         │
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│   Finance Manager   │
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│    ICT Manager      │
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│ Technical Delivery  │
│      Manager        │
│  (CompNow - MSP)    │
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The above organisational chart shows only those positions immediately connected to the role.