



PEDARE

ICT MANAGER

JOB & PERSON SPECIFICATION

JUNE 2022



Job Title	ICT Manager
College Department	Information, Communication and Technology

Job Specification

CONTEXT AND BROAD PURPOSE OF THE POSITION

The ICT Manager is responsible for all facets of ICT strategy, operations, customer service, cybersecurity, infrastructure and services. This role requires a broad knowledge across all the domains of ICT knowledge:

- Strategy and architecture
- Change and transformation
- Development and implementation
- Delivery and operation
- People and skills
- Relationships and engagement

The ICT Manager:

- provides leadership in ICT strategy formulation, development, realisation and review
- leads the College ICT team in all areas of ICT operations, service management, project delivery and change management
- owns the ICT risk management portfolio, ICT policy portfolio and ICT recurrent and capital budgets
- holds responsibility for the ongoing development, management and implementation of the ICT Disaster Recovery Plan, ICT Business Continuity Plan, ICT Incident Response Plan, ICT Cybersecurity Incident Response Plan
- Chairs the ICT Operations Committee and contributes as a member of the ICT Strategy & Vision Committee
- acts as the Line Manager to staff within the ICT team
- represents the College to the Golden Grove Combined Schools ICT Managers Committee and as Pedare's ICT leader to external bodies including AISSA, ACARA, SACE Board, PISA, etc.

This is a hands-on role suitable for a customer-focused candidate who demonstrates a can-do attitude and works closely with all members of staff, students and external community groups to deliver a high-quality experience of Information and Communication Technology infrastructure and services.

A review of the duties will be undertaken on an annual basis.

KEY RELATIONSHIPS

Internal:

- Principal
- Deputy Principal (Line Management)
- ICT Support Coordinator
- DevOps Engineer
- ICT Support Analyst
- AV/ICT Technician



- ICT Assistants
- College Leadership Team (CLT)
- Teaching and General Staff
- Students

External:

- Parents
- Members of One+
- Gleeson and Golden Grove High School Staff and Students
- Service Providers and Contractors

TERMS AND CONDITIONS OF EMPLOYMENT

- This is a 1.0 FTE permanent position, 48 weeks per year, Grade 6
- Hours of work will be 37.5 hours per week and will be negotiated start and finish times to allow flexibility for project implementations. Any overtime may be taken as time in lieu
- Flexible to work after hours and on weekends is essential
- The salary and conditions of this position are subject to the current Pedare Christian College Enterprise Agreement.

KEY CRITERIA *(areas of major responsibility and activity)*

Under the broad direction of the Principal, the ICT Manager will:

- Lead the College ICT team to operate, maintain, administer and support College software, systems, infrastructure and services to achieve the defined Service Level and Availability targets
- Lead the development of internal ICT resources as required to achieve automation, integration, workflow or process outcomes
- Oversee the operation of ICT staff, software, systems, infrastructure and services to ensure the operational health of systems, infrastructure and ICT service delivery
- Own the ICT Risk Management portfolio, ensuring it is actively maintained and that strategic and operational activities are planned and actioned in a timely manner to address risk as agreed with the Principal and/or CLT
- Own, maintain and drive adherence to ICT Policies in conjunction with College leaders
- Own, develop, oversee and be accountable for the formation of and responsible expenditure of the ICT recurrent and capital budgets
- Manage all ITIL service management processes with assistance from the ICT Support Coordinator, DevOps Engineer, ICT Support Analyst, ICT/AV Technician and ICT Assistants
- Lead all Change Management activities with the assistance of the ICT Support Coordinator, DevOps Engineer, ICT Support Analyst and external service providers as required
- Lead the planning, testing, implementation, review, documentation and improvement of the Backup Plan, Business Continuity Plan, Incident Management Plan, Cybersecurity Incident Management Plan and Information Security Testing Plan
- Ensure a welcoming, friendly, attentive Customer Service experience to students and staff who seek assistance through the ICT Service Desk
- Act as the primary contact point for all hardware, software, systems, infrastructure and services delivered to the College by external service providers
- Support the ICT Support Coordinator and DevOps Engineer in the escalation and troubleshooting of critical and high priority incidents, problems, projects and change management events as may be required to ensure the smooth overall function of ICT service delivery



- In collaboration with Technology Teaching staff, facilitate the delivery of in-class specialist training and support to students as may be requested or required
- Provide ICT training to staff on the use of systems as required
- Lead the interactions within and across the Golden Grove Combined Schools ICT facilities

Perform any other reasonable duties as directed by management.

Person Specification

Educational/Vocational Qualifications

- A degree in Information Technology, Computer Science or CyberSecurity and 10 or more years relevant industry experience
- ITIL v3 or 4 certification at Foundation or higher
- Google Workspace and Amazon Web Services professional level certifications are highly desirable
- Provision of an original, current Working With Children Check Clearance
- A current Responding to Risks of Harm, Abuse & Neglect (Education Care) Certificate

Personal Skills, Abilities, and Aptitude

The Skills Framework for the Information Age (SFIA) provides a relevant and modern framework for the digital, IT and software engineering community. The SFIA identifies professional skills and levels of responsibilities.

This role operates at responsibility level 6, as defined below:

Autonomy

Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities.

Influence

Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.



Complexity

Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial and quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation.

Business skills

Demonstrates leadership in organisational management.

Understands and communicates industry developments, and the role and impact of technology.

Manages and mitigates organisational risk.

Balances the requirements of proposals with the broader needs of the organisation.

Promotes a learning and growth culture in their area of accountability.

Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities.

Identifies and endorses opportunities to adopt new technologies and digital services.

Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy.

Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives.

Learning and professional development — takes the initiative to advance own skills and leads the development of skills required in their area of accountability.

Security, privacy and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.

Knowledge

Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. Promotes the application of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.



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We are one. We are Pedare.

This role requires the following SFIA skills:

Category	Sub-category	Skill	Level of application
Strategy and architecture	Information strategy	Information security (SCTY)	Level 7
		Analytics (INAN)	Level 6
	Advice and guidance	Specialist advice (TECH)	Level 6
	Technical strategy and planning	Methods and tools (METL)	Level 6
Development and implementation	Systems development	Programming/software development (PROG)	Level 6
		Testing (TEST)	Level 6
	User experience	User experience evaluation (USEV)	Level 6
	Installation and integration	Systems installation/decommissioning (HSIN)	Level 5
Delivery and operation	Service design	Availability management (AVMT)	Level 6
		Service level management (SLMO)	Level 6
	Service transition	Change management (CHMG)	Level 6
		Configuration management (CFMG)	Level 6
		Release and deployment (RELM)	Level 6
	Service operation	Security administration (SCAD)	Level 6
		Storage management (STMG)	Level 6
		Facilities management (DCMA)	Level 6
		System software (SYSP)	Level 5
		Application support (ASUP)	Level 5
		IT infrastructure (ITOP)	Level 5
		Database administration (DBAD)	Level 5
		Network support (NTAS)	Level 5
		Problem management (PBMG)	Level 5
		Incident management (USUP)	Level 5
Skills and quality	Skill management	Learning delivery (ETDL)	Level 5
Relationships and engagement	Stakeholder management	Relationship management (RLMT)	Level 7
		Customer service support (CSMG)	Level 6

Experience:

- Experience building, operating, administering, maintaining and upgrading enterprise-class ICT devices, systems, platforms and infrastructure in an educational environment
- Experience delivering ICT services according to Service and Availability Level agreements within an ITIL-based IT Service Management framework
- Experience developing, testing and delivering the digital transformation and automation of educational and business systems as a key member of a collaborative team
- Experience providing excellent customer service to staff and students in a technical role at an R-12 educational organisation, including in-class delivery of specialist training and support to students on software design, coding and version control



- Experience in a role overseeing coding, scripting and software development for integration across multi-vendor operating environments using Python, Swift, shell (bash, crosh, Powershell, etc) and SQL
- Experienced, collaborative team player who can work well under pressure and with a good sense of humour

Knowledge:

- Deep working knowledge of computer systems, networks and related equipment, especially Linux, macOS, iPadOS, ChromeOS and Windows systems in a broad BYOD based environment.
- Deep working knowledge of cloud-based virtualised environments, SaaS/PaaS/IaaS solutions and associated networking infrastructure and protocols in private & public cloud (AWS, Google & on-premise)
- Deep working knowledge of networking and data centre infrastructure including switches, wireless LAN, routers, firewalls, UPS, environmental monitoring, VoIP handsets & PABX, printers, LoRaWAN and a range of IoT devices
- Deep Working knowledge of the full device lifecycle utilising Mobile Device Management platforms, concepts and operations including application packaging, maintenance and deployment
- Deep knowledge of IT Service Management framework, practice, operations, documentation and review including change management (ie. ITIL v3 or 4, FITS, etc)
- Good working knowledge of Cybersecurity practices, operations and cybersecurity incident management within an educational environment
- Good working knowledge of ICT governance, project management, incident management
- Understanding of Coding, scripting and software development principles including Python, Javascript, Swift, bash, Powershell, SQL, HTML5 and related implementation and integration tools (GAM, GitLab, Docker, Puppet, etc)
- Good knowledge of WHS principles and their application in the workplace as both a line manager and a worker



HOW TO APPLY

Applications should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.