St Paul's School
By Faith and By Learning

Position Description

POSITION DETAILS:

Position Title: IT Manager

Group: Non-Teaching
IT Department

Supervisor: Head of eLearning & Curriculum Leader IT

Direct Reports: IT Systems Administrators
IT Support Officers

Classification: Level 6

Date of last review: October 2017

PRIMARY ROLE/PURPOSE:

The IT Manager assumes management responsibilities related to all areas of the School's ICT infrastructure and consequently plays an important role in the selection, implementation and management of information technologies to achieve the School's ICT Strategic Plan.

RELATIONSHIPS AND AUTHORITY

The IT Manager will be responsible for the supervision and workloads of employees within the IT Services Department. The IT Manager will liaise closely with the "Head of eLearning & Curriculum Leader IT" and external partners.

Employees at this level manage autonomously and provide advice to relevant stakeholders in line with the School's Strategic Plan and Vision.

The position is responsible to the Head of eLearning & Curriculum Leader IT.

The direct reports to this position are:
- IT Systems Administrators
- IT Support Officers

KEY ACCOUNTABILITIES:

The role is responsible for overseeing the IT Services Department including, but not limited to, the following:

- Respond optimistically and strategically to the changing ICT educational sector by providing advice to the Head of eLearning & Curriculum Leader IT for ICT infrastructure improvement;
- Contribute to the School's ICT strategy group Digital;
- Investigate and implement hardware, software and ICT infrastructure, in consultation with the Head of eLearning & Curriculum Leader IT, that is sustainable and responsive to the needs of the School community and in line with the School's ICT Strategic Plan;
- Devise, document and maintain ICT policies and procedures that ensure operational (business) continuity and compliance with relevant requirements;
- Manage and optimise administrative systems – School information (TAS, TrackOne, Web portals and Integrum), domain services (Active Directory and Azure) including SSO, security, printers, backup, analytics, communication and business systems (O365);
- Sustain a 1:1 technology program of managed endpoints for staff and middle and senior school students and a technology program that meets the needs of staff and students in Junior school;
- Implement and manage the School's ICT infrastructure and systems within approved budget and resource allocations;
- Lead an environment in which high quality services are delivered to staff, students, parents and volunteers of the School;
- Manage the appointment and relationship of strategic partnerships with ICT hardware, software and service vendors;
- Co-ordinate security and risk management for information managed by, and on behalf of, the School;
- Apply a management framework to IT Services projects;
- Supervise IT Service Centre staff and their ongoing schedule of work;
- Be an exemplary professional role model for staff and students;
- Maintain a leadership position in ICT activities in the sector;
- Initiate and access appropriate professional development for the IT Services team;
- Communicate with staff, students and parents on any ICT queries that need to be addressed.

The IT Manager is responsible for the following administrative tasks, but not limited to:

- Develop and present budgetary needs and expenses of the IT Services department to the Head of eLearning & Curriculum Leader IT;
- Manage the allocation and monitoring of ICT resources and prepare appropriate timely reports;
- Manage third party vendors to organise warranty and repairs of ICT equipment, negotiating resolutions where appropriate;
- Undertake high level planning and/or implementation of policies and programs relating to operating systems, storage and networks;
- Build and create a professional development environment, enhancing the technical and client facing skills of the IT Services team to achieve strategic goals in line with the Support Staff Appraisal process;
- Coach IT Services staff, prioritise work to meet outcomes, monitor workloads, review progress of projects and provide feedback where necessary to staff.

Other

- Additional duties as allocated by the Head of eLearning & Curriculum Leader IT and the Headmaster.

KEY SELECTION CRITERIA:

Qualifications

- This position requires an employee who has acquired a high level of skills and knowledge in order to provide professional advice in the role and area of expertise;
- Appropriate experience in the field;
- Possession of IS/IT tertiary qualifications;
- Current industry-based certificates that relate to the School's system is essential.

Essential

- Current Microsoft Certified Systems Engineer (MCSE) qualification;
- CCNA and experience in managing wired and wireless enterprise grade network topologies and firewalls;
- Experience in managing Office 365 and the integration with onsite Student Information Systems or equivalent;
- Understanding of server and client operating systems and applications used in school settings, including SSO, Exchange;
- Experience in managing software deployment;
- Demonstrated troubleshooting skills in networking, hardware & software;
- At least three years' experience in a Senior Systems Administrator role;
- High level of knowledge of TASS School Portals;
- Possess a high level of organisational and interpersonal skills;
- An effective communicator with all stakeholders;
- An ability to lead staff and build capacity;
- Have the ability to find solutions through creative thinking and collaboration;
- Have a service ethic;
- A willingness to be a member of a team and to work collegially with other staff members;
- High level of professional standards and conduct;
- Willing support for the Anglian Ethos of the School;
- Possession of, or the ability to acquire, a current blue card (Working with Children Check by Blue Card Services);
- Agree to undergo a Criminal History/Police Check conducted by the School;
- **Must be an Australian resident and eligible to work in Australia**.

Desirable

- Five years experience in a similar role.

Criminal History Checks

- The School will conduct a Criminal History/Police Check on the successful applicant;
- The offer of this position is subject to the successful outcome of the Police Check and the Working with Children Check application;
- Should the Police Check or the Working with Children Check application reveal a negative outcome, the offer of this position will be immediately withdrawn.

AUTHORISATION:

I hereby agree that this Position Description accurately reflects work requirements.

Headmaster   Paul Browning
                   Name   Signature   Date

IT Manager   _____   _____   _____
                   Name   Signature   Date

ATTACHMENT – ST PAUL'S SCHOOL

SCHOOL ENVIRONMENT

St Paul's School is an Anglican School, owned by the Anglican Church Diocese of Brisbane. It caters for students from pre-school to year 12. It is located in Bald Hills, in the north of Brisbane, in Queensland, Australia.

The School's Vision is "Leading in educational thinking and practice."

The School's Values are:

By **Faith** and by **Learning** we strive to grow in **Community** with God and each other, valuing each person and celebrating individual excellence.

We value Faith, believing that

❖ Each person is a unique creation of a loving, redeeming God and able to be empowered and sustained by the Holy Spirit through the teaching and life of Jesus Christ; and that

❖ Each person can have a relationship with God, through Jesus Christ, demonstrated by modeling one's life on Christ, serving others and participating in the traditions and practice of the Anglican Church.

We value Learning, where

❖ Students are encouraged and supported as they strive to reach their intellectual, physical, social, moral, emotional and spiritual potential in a balanced and disciplined way; and where

❖ Growth and personal excellence are celebrated, innovation is encouraged and a love of learning is fostered.

We value Community, where

❖ Students, staff and families support the aims, purpose and mission of the school and serve one another, using their God-given gifts; and where

❖ Students, staff and families grow together in faith and learning, promoting love, justice and peace for all.

It is our belief that when all these areas are working in harmony - Faith, Community and Learning, encompassed and support by God that individual excellence can be realized.

SCHOOL EXPECTATIONS

All employees are bound by the requirements of the School's policies and procedures as they apply from time to time, and are expected to act with integrity, and in a way that demonstrates a proper concern for the public interest expressed with a framework of a Christian educational organisation.

As such, employees at St Paul's School are expected to embrace the following statements.

As well as comply with all federal and State legislation as they apply from time to time as well as any relevant Canon Laws or Diocesan policies.

As a condition of employment employees are expected to obtain and hold for the duration of employment, a current blue card (Working with Children Check by Blue Card Services).

Much of the information gleaned by employees during the course of their duties is confidential and should be treated as such. Employees shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways which are inconsistent with their obligation to act impartially. Nor should such information be used improperly and cause harm or detriment to any person, body, or the School.

Proof of qualifications as well as a disclosure on any matter which may affect your employment in this position will also be required prior to commencement.

LEADERSHIP EXPECTATIONS

"If a leader's actions are driven by service and dedication to a cause or a relationship then they are a servant leader."

Leadership at St Paul's is based on the philosophy of individual and School "wholeness", collaboration, teamwork and transparent decision-making. The model of leadership reflects the values central to St Paul's School, that of Faith, Learning and Community.

Leadership Principles underpinning the Leadership at St Paul's:

- St Paul's School leadership structure is **student-centred** and reflects our agreed values of Faith, Community and Learning.

- The leadership structure is **learning-centred** for both students and staff, providing opportunities for open and transparent communication and decision-making.

- Collaborative leadership based on teams enabling of ideas to be brought forward by anyone through a variety of formal and informal routes (everyone's voice deserves to be heard).

- Education of the whole person in which the intellectual, spiritual, emotional and physical development are all-important and integrated.

- The importance of creating an environment which encourages high academic achievements at senior levels by ensuring appropriate methodologies and subject content.

- The concept of St Paul's School as a single whole School, made up of four Sub-Schools each with some degree of autonomy whilst sharing many common elements.