



## ICT SERVICES MANAGER

August 2017

Kilbreda College is sponsored by Kildare Ministries and administered by the Kildare Education Ministries Board.

The ICT Services Manager derives authority from the Co-Principals and is accountable to the Business Manager. She/he has a role in promoting the College's identity as a Catholic school in the Brigidine tradition and, as such, is expected to emulate the College's core values of:

- Being faithful to the College's Catholic heritage
- Welcoming all people, especially the most vulnerable
- Celebrating all that is good with joy and gratitude
- Engendering a love of learning, hope and sense of purpose
- Imaging and practising justice and service.

### KEY RESPONSIBILITY AREAS

**Child safety:** It is an expectation that every staff member be familiar and comply with, the College's Child Protection and Safety Policy, Code of Conduct and any other policies or procedures relating to child safety.

The ICT Services Manager is responsible for the organisation, management, maintenance and ongoing development of the College ICT systems and for leading the ICT Services Team.

The ICT Services team currently consists of an Application and Database Support Technician, PC/User Support Technician and the ICT Services Manager. The ICT Services team provides both technical and learning resource support and operates within the framework of the policies determined by the College. Positive customer service is delivered to all end users through a strong understanding of education, business and administration processes and requirements of ICT systems and infrastructure.

### ICT Infrastructure

- Manage and maintain ICT infrastructure to ensure reliable and efficient operation of ICT services at the College;
- Manage and maintain physical and virtual servers, computers and peripherals;
- Oversee the operation of network connection, cabling and devices;
- Maintain printers, projectors, smart boards and TVs;
- Manage the telephone system, surveillance system and gate control;
- Deploy, configure and update operating systems and essential software.

## **System Administration**

- Manage and maintain efficient and effective operation of the College's ICT systems;
- Create and maintain correct user accounts and permissions, maintaining drive, folder and file access rights across the network;
- Manage the College's IT servers/services including but not limited to File Server, printer server, Exchange server, Active Directory, Group Policy, DNS, DHCP, IIS, WebDav, ID card systems; SCCM and WSUS;
- Monitor and optimise server usage and performance;
- Deploy anti-virus software, patches and updates;
- Create and deploy operating system images;
- Develop and implement appropriate backup and recovery procedures for all critical systems.

## **Network and Security**

- Manage and oversee the operation of the network and its security, recommend and implement appropriate measures to maintain data security;
- Monitor network performance and data security, and report breaches to the Business Manager and/or Co-Principals;
- Monitor network capacities and Internet usage;
- Manage switches, routers and WIFI access points to provide a stable and efficient network;
- Manage the operation of the firewall, proxy devices and remote server.

## **ICT Support**

- Manage and oversee end user services;
- Oversee the Help Desk and ensure that timely and friendly customer service is provided;
- Provide level 2 and level 3 support when necessary;
- Produce and publish instructional documentation and facilitate training to all levels of end users;
- Lead the roll-out of new desktop computers / laptops and peripherals.

## **ICT Management**

- Oversee and manage the College's ICT resources and the operation of the ICT Services Department;
- Contribute to the development of the ICT strategic plan, policies, processes and procedures;
- Work in collaboration with the ICT Committee in establishing, prioritising and addressing the College's day to day and long term ICT management and maintenance needs and development priorities;
- Provide technical advice to assist with the planning and continuing development of the ICT facilities, systems, services and resources;
- Be a member of and actively participate in the College's ICT Committee;
- Ensure an inventory is maintained of all hardware and software throughout the College;
- Manage the full lifecycle of ICT assets;
- Coordinate and oversee ICT service providers and vendors;
- Oversee ICT related tasks and projects;
- Prepare and implement an annual ICT budget under the direction of Business Manager;
- Provide a written report to and meet with the Business Manager on a fortnightly basis.

## **General**

- Be familiar with and comply with all College policies and procedures;
- Undertake any other reasonable duty relevant to this role as directed by the Co-Principals or Business Manager;

- Undertake professional learning / training when necessary or as directed.

## KEY SELECTION CRITERIA

### Qualifications and Experience

- A degree-level tertiary Information Technology related qualification.
- Current Microsoft Certified Professional (preferable).
- Five or more years of Systems Administration and Network Management experience.
- Extensive experience in Windows 2008/2012 server management including but not limited to File Server, Exchange Server, Active Directory, Group Policy, DNS, DHCP, IIS, WebDav, SCCM and WSUS.
- Experience in leading and managing an ICT team.

### Personal Requirements / Competencies

- Proven ability to develop a professional network, including positive relationships with a broad range of stakeholders, both internally and externally.
- Professional attitude and dedication to deliver projects on-budget and on-time.
- Sound problem solving skills and the ability to implement and manage change in a clear, logical way.
- Ability to think strategically and in terms of systems, to collect, manage and interpret data for decision- making, and make sound judgements.
- Strong interpersonal skills, personal presentation and demonstrated capacity to effectively manage a team of staff.
- Capacity to accept a significant level of responsibility and accountability.
- Excellent verbal, non-verbal and written communication skills.
- Commitment to ongoing personal professional development.
- Commitment to Catholic education in the Brigidine tradition.

No position description can be entirely comprehensive. This Position Description may be subject to change during the term of appointment as part of a normal process of ongoing evaluation of the College's operations.

## ACCOUNTABILITY

**Reports to:** Business Manager, Co- Principals  
**Internal liaisons:** ICT Services Team, Staff and Students  
**External liaisons:** ICT service technicians / contractors, Catholic Education Melbourne (CEM)

## CONDITIONS

Conditions are as per the Victorian Catholic Education Multi Enterprise Agreement 2013. This is a Category A (Level 5) Education Support Officer position

- Full-time position
- 4 weeks annual leave after a year of service
- 38 Hour week between the hours of 8am and 5.30pm Monday to Friday
- Flexible hours required on-site and off-site
- Time in lieu/overtime to be negotiated with the Business Manager.