

Information and Communication Technology (ICT) Manager

Applications Close 5:00pm 28 August 2017

Applications should consist of a covering letter and up to date resume, and should include the names and contact details of three referees.

Applications should be forward to Mr Craig Middleton, Human Resource and Compliance Advisor
cmiddleton@fsac.qld.edu.au

Location:	Secondary Campus
Reports To:	Business Manager
Direct Reports:	IT Technicians
Status:	Permanent, Full-time
Remuneration:	A competitive remuneration package will be negotiated based on qualifications and experience.

Essential Qualifications:

Academic Qualifications:	Degree in ICT/Business/Commerce or a relevant discipline
Blue Card:	A positive Working With Children (Blue Card) is an essential requirement for this role
Experience:	Demonstrated experience within a similar environment
Other:	Some out of hours work will be required, which has been taken into consideration in determining the remuneration level of this position.

Position Purpose:

Responsible to the Business Manager, the ICT Manager will provide strategic guidance and leadership in the provision of high quality information and communication technology services to the College. The incumbent will lead and develop staff in the provision of professional support to academic and administrative users to produce quality business outcomes. The ICT Manager will identify and specify hardware and software requirements for the infrastructure to ensure that information and communication systems meet user needs in line with approved business objectives.

Standards are to be maintained at the highest level, supporting the vision, values and objectives of the College. In line with the organisational values, all responsibilities will be undertaken in a way that promotes ethical behaviour, quality service, a caring environment and valuing people.

Professional Responsibility

The ICT Manager is responsible for meeting the following professional responsibilities:

Strategic Leadership:

- Lead and manage the College's strategic ICT vision, goals and objectives.
- Contribute to the development of the College Council's Strategic ICT Plan and consequently implement, monitor and evaluate the plan.
- Provide recommendations to the College Council through the Business Manager for enhancing ICT growth opportunities and performance of the College.
- Lead and manage the ICT Department.

Operational Management:

- Ensure that the ICT framework provides for high quality administration, data retention, processes and support for quality teaching and learning outcomes.
- Lead and manage the development, implementation, evaluation and continuous improvement of the College's ICT function.
- Develop, implement and review ICT standards that meet and attempt to exceed recognised national benchmarks.
- Contribute to ensuring that the College's ongoing commercial operation occurs in an effective, efficient and sustainable manner and which achieves the College's goals and objectives.
- In collaboration with the Business Manager, develop and manage the ICT budget as approved by the College Council.
- Lead and role model a 'client focused' approach in the provision of ICT services to the College and the implementation of the ICT Strategic Plan.

Risk Management:

- Ensure that the College is not unreasonably exposed to ICT related risks which could significantly impact on its ongoing operation.
- Ensure the College's Duty of Care requirements relating to ICT use and administration are met and maintained.
- Contribute to the College's Risk Management Plan and Risk Management Register.
- Lead and model compliance with Workplace Health and Safety requirements, including risk management (e.g. guidelines of after-hours support and contractor management).
- Contribute to the review and update of ICT policies and procedures.

Service Delivery:

- Develop, implement and manage accountability processes to evaluate the effectiveness of the College's ICT programs and service outcomes.
- Develop ICT practices that are consistent with and enable the realisation of the curriculum and educational goals of the College.
- In collaboration with specialist staff, develop and implement practices that ensure the ICT department meets all statutory compliance obligations.
- Develop and monitor annual performance indicators for program and practice effectiveness, in ICT development and service delivery across the organisation.
- Develop and maintain effective communication on all matters relevant to the Principal's role.

Staff Management:

- Ensure a staff profile with the appropriate and necessary skill mix is in place to achieve the ICT Strategic Plan goals and objectives.
- Contribute to the Professional Review and Development Program.
- Keep abreast of ICT trends, including those in the wider education sector community.
- Lead and manage the review and development of ICT staff.
- Manage staff underperformance in accordance with College policy.
- Encourage staff to enhance professional skills.
- Maintain confidentiality, as appropriate, through leadership of the ICT Department.
- Manage, in collaboration with Human Resources and Compliance, processes for College staff selection and induction.

ICT Facilities and Equipment Management:

- Ensure that appropriate and necessary hardware and software resources and services are maintained to a standard within approved financial parameters to support the College's goals and objectives.
- In collaboration with the Business Manager, manage ICT capital projects and acquisition of capital equipment.
- Manage third party service contracts.
- In collaboration with the Business Manager, develop, implement and manage a College ICT Strategy.

Professional Customer Service:

- Ensure that a professional customer focused service is provided to all stakeholders by attending to needs and enquiries in a positive and prompt manner.
- Promote the College in a positive manner.
- Work as a member of a team ensuring an efficient professional environment, assisting one another as necessary to ensure the smooth operation of the ICT Department.

Statutory Compliance:

- Ensure that the College adheres to all statutory compliance requirements.
- Keep up to date with relevant regulations and ensure that policies and procedures refer to the relevant regulations.
- Develop various professional resources and contacts to gain knowledge of changes in various regulations and legislation.

Commitment to the College Vision and Goals:

- The ICT Manager demonstrates a commitment to the College aims and philosophy in holistic education and support the College's worship and value based approaches.

Student Protection:

Anglican schools support the rights of children and young people and are committed to ensure the safety, welfare and wellbeing of students. Anglican schools are therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behavior that upholds the dignity and protection of students from harm.

Selection Criteria/Competencies

The ideal candidate will possess the following competencies, skills, qualification and experience:

Knowledge, Skills and Competencies:

- Highly developed ICT development and management skills
- Demonstrated strategic planning skills
- Demonstrated staff leadership and management skills
- Highly developed planning and operational skills
- High level operational management skills (budgeting, reporting and management of ICT service delivery preferably in a school environment)
- Demonstrated experience in management of a multi-site ICT system
- Well-developed communication, negotiation and influencing skills
- Proven ability to show initiative and leadership as part of an effective and cohesive team within a busy work environment to ensure the continuous and efficient operation of the college
- Demonstrated high level written and verbal communication capabilities, along with advanced interpersonal skills that include a capacity to develop constructive professional relationships
- Ability to present and respond under pressure
- A strong understanding of compliance obligations within a Queensland school environment
- Actively seeks opportunities to establish appropriate professional networks and access information to keep abreast of changes in the business environment
- Demonstrated experience in a similar role
- Demonstrated capacity to lead and direct the work of others
- Demonstrated organisation skills, including the capacity to prioritise work flows

Technical Knowledge:

- Knowledge of ICT systems design, development, implementation and evaluation
- Knowledge of ICT trends and developments

Qualifications:

Degree in ICT/Business/Commerce or a relevant discipline

Personal Qualities:

- Commercially astute
- Strategic thinker
- Creative problem solver
- Desire to continuously learn and improve
- Comfortable working autonomously
- Responsive to the needs of the academic community
- Supports College ethos and values
- Attention to detail
- Strong interpersonal and communication skills
- Maturity of judgement and discretion
- Reliable, responsible and committed to providing all-round excellent support
- Integrity, diplomacy and sensitivity in communicating with a wide range of internal and external stakeholders
- Adaptable under pressure