POSITION DESCRIPTION

Position: Information Technology Systems Manager
Responsible to: Principal
Line Manager: Director of Learning Technologies
Status: Full-time
Classification: 5 year contract position

Preamble
Pulteney Grammar School (‘School’) is a vibrant co-educational city school, which inspires, challenges and empowers young men and women to achieve their full potential in life. The School provides complete contemporary education from the Early Learning Centre to Year 12 based on the School values and Anglican traditions.

Our focus is to empower our students to become well rounded citizens with a strong ethical and moral character who are capable of assuming a leadership role in the local and global community.

Our priorities are to:

- Provide a vibrant learning environment
- Employ and develop outstanding teachers and staff
- Be progressive in all that we do
- Build and maintain great facilities
- Exude an inclusive community spirit
- Be financially strong and efficient

The School requires reliable and continuous access to the network and associated services, with minimal downtime. The Information Technology Systems Manager (ITSM) is responsible for ensuring this reliability and continuity, which will at times require an immediate or on call response (including after hours and weekends) to deal with urgent issues. The ITSM must therefore take reasonable steps to ensure any breakdowns affecting continuity of critical systems are responded to as soon as practical.

Key Outcome
Provide the effective operation of information technology systems.

Indicative Responsibilities
- Monitor and maintain network and computing serviceability, including cloud based systems;
- Advise on security issues related to the internal and external network;
- Report and record all faults;
- Maintain and record network logs;
- Advise on current or potential problems;
- Trouble-shoot faults and breakdowns;
- Advise on modifications/improvements to the server infrastructure to ensure suitable service levels are maintained;
• Install/maintain the extensive server and network infrastructure that exists at the School;
• Ensure suitable backups and appropriate disaster recovery systems exist of all School data so that no single failure/event will result in total loss of all data.

Key Outcome
Provide technical services.

Indicative Responsibilities
• Demonstrate a sincere commitment to, and role model, a customer service focus;
• In conjunction with the Director of Learning Technologies, build a performance and development culture within the ICT support team;
• Install, modify and maintain hardware facilities across the School as required or directed;
• Outsource services as approved and ensure prompt return to service;
• Install, modify, update and remove software features of the network and information technology services of the School as required or directed;
• Develop and maintain imaging systems to ensure the early return to service of any identified faulty equipment;
• Advise upon compliance with all applicable Australian approved standards;
• Coordinate and supervise the ICT support team, reporting to the Director of Learning Technologies.

Key Outcome
Ensure effective and extensive system documentation.

Indicative Responsibilities
• Develop and maintain extensive records including network drawings, equipment and fault reporting databases;
• Develop and maintain accurate records of the network infrastructure including all program and network settings, scripts, policies and permissions.

Key Outcome
Develop and maintain the information technology systems strategic plan and manage the ITSM budget.

Indicative Responsibilities
• Recommend and implement approved standards on an ongoing basis;
• Evaluate current uses and project future needs and trends in ICT;
• Under guidance from the Director of Learning Technologies, advise on strategic long term planning direction for the School network to ensure it can meet current and expected future requirements;
• Evaluate and advise on new technologies;
• Provide technical guidance in relation to requirements for all building modifications to ensure there are adequate facilities for computers/printers/telecommunication etc. as required;
• Conduct product research and determine appropriate equipment and services to enhance the ICT environment within the School;
• Provide advice for new ICT infrastructure in upcoming building projects;
• Obtain relevant pricing from suppliers in order for budgets to be correctly and accurately submitted;
• Have shared responsibility in the development and monitoring of the ICT budget, including approved capital expenditure.

**Key Outcome**
Monitor ICT systems.

**Indicative Responsibilities**
• Develop and maintain necessary monitoring services;
• Ensure that breaches of Internet and email activity are logged and inappropriate use is reported to the relevant Head of School.

**Key Outcome**
Manage the bring your own device (‘BYOD’) and School issued device program.

**Indicative Responsibilities**
• Liaise with vendors and recommend suitable devices for both the BYOD (Middle School and one ninety) and School issued (Prep School and Kurrajong) programs;
• Develop and provide ongoing appropriate support level for the relevant device programs.

Undertake other duties as directed by the Director of Learning Technologies.
PERSON SPECIFICATION

Qualifications and Experience

• Tertiary qualifications (diploma, degree or post graduate qualification) in a relevant ICT discipline
• Responding to Abuse and Neglect (formerly Mandatory Notification) Certificate
• First Aid Certificate
• VMware Certified Professional (VCP)
• Microsoft Certified Professional (MCP), MCSE preferred
• Cisco – CCENT / CCNP (desirable)
• Citrix Administration (desirable)
• IT Infrastructure Library (ITIL) certification(s) (desirable)
• Implementing Microsoft O365 (desirable)
• Sharepoint Administration (desirable)
• Managing Remote Access Environment (eg. Citrix) (desirable)
• Experience in VOIP and AV Systems (desirable)

Skills and Knowledge

• A broad understanding of an ELC – year 12 educational environment
• Ability to exercise significant and independent professional judgment
• An advanced level of expertise in management of ICT functions
• Demonstrated strong competence in systems architecture
• Proven ability to organise and prioritise multiple tasks
• Demonstrated ability to provide leadership to staff and students
• Demonstrated skills in establishing effective working relationships based on mutual respect
• Effective verbal, written and interpersonal communication skills and the ability to relate to staff and students
• Demonstrated ability to work cooperatively in a team
• Sound skills in evaluating complex ideas and issues through the analysis of information and concepts
• Ability to apply knowledge and skills to perform complex tasks

Personal Attributes

• Appreciation of, and commitment to, the School’s philosophy and values
• Energetic, reliable and self-motivated
• Commitment to maintaining confidentiality
• Ability to work collaboratively in a team situation
• A strong commitment to customer service and continual improvement
• High professional standards in presenting an appropriate image of Pulteney

Approved
Troy Thomson, Director of Learning Technologies
19 June 2014