



# Position Description

## IT Systems Manager

Computer ICT Employee Stream

Level 6

### Role Description

The role of IT Systems Manager is primarily focused on providing on-campus leadership of the St Peter Claver College IT Support Team, and coordination of all technical infrastructure, networked systems management, and staff and student device maintenance. The IT Systems Manager will be directly supported by a dedicated Administrative Support person and a Technical Support Officer.

### Qualifications

Bachelor's Degree in IT Systems and/or desirable experience in Wireless Network IT Systems Administration and Management across both Windows and Mac environments.

### Essential Characteristics

The role holder must possess high levels of quality communication skills, a demonstrated capacity for initiative, and a keen inclination to be proactive in solving technical problems related to systems and software management across a wireless network and within individual client devices. Collaborative, supportive, safe, and positive work habits within a team environment are essential.

### Reporting and Other Relationships

The role holder is accountable initially to the Assistant Principal - Administration, then to the Business Manager and ultimately to the Principal.

A significant relationship exists with Curriculum Leaders, with whom the role holder is expected to liaise in the areas of eLearning and Learning Technology.

Other critical relationships exist with the IT school officer and administration support school officer, who report directly to the IT Systems Manager and with whom the role holder is required to develop an excellent working relationship and work collaboratively and supportively in a team environment.

Other effective professional working relationships are to be established and maintained with outside consultancy staff and providers determined with the Business Manager and Principals approval.

### Authority Limits

Full authority is delegated from the College Principal and Business Manager through the Assistant Principal - Administration, to enable the role holder to produce the desired outcomes.

### Role Description

The responsibilities of this role encompass, but are not limited to, the following:

#### *Direction and Implementation*

- Provide recommendations for the direction & implementation of ICT in the College within the aims of the ICT Strategic Plan.
- Provide assistance with the ongoing administration of the student laptop program.
- Supervise the provision of a help desk service for staff, providing high level advice on and resolution of technical IT issues. This includes liaising any 3<sup>rd</sup> party contractors, and the direct

supervision of the College's IT Support Staff.

- Assist the Curriculum Leaders to deliver necessary training for College staff.
- Work with the Assistant Principal – Administration and Business Manager to coordinate the procurement, installation, testing and implementation of new software and hardware. This will include the supervision of contractor and vendor work and performance.
- Work with the Business Manager to oversee the budget that includes: consumables, maintenance support, software and minor hardware purchases, the annual acquisition and financing of student laptops and return of student laptops at the end life for disposal. The role holder will be responsible for other resources needed for system operation, including peripherals and consumables.
- Ensure the safe and efficient working of the computers, networks, and other technical infrastructure.
- Prepare and maintain documentation associated with College ICT operations, including the maintenance of registers, account holder details, software licenses, hardware and assets inventory.

#### *Administration*

- Provide network administration services, including identity management, distribution lists, security, performance monitoring and system and support documentation.
- Implement and maintain disaster recovery systems and policies.
- Manage college systems and servers, both on premises and cloud based services.
- Empower staff to monitor student Internet & laptop usage on the College network and provide support where necessary.

#### *Community*

- Participate as a full member of staff at the school, supporting initiatives and objectives.
- Provide support for a range of College events that might require technical support.
- Assist administration staff by improving processes and procedures via automation and IT systems.
- Provide and coordinate first, second and third level support to staff and students.
- Recognise the customer-service and dynamic nature of the Role.

### **Key Result Areas (Outcomes)**

This is a highly significant and developing role in the management of major resources.

The role holder is expected to:

- Recognise the customer-service and dynamic nature of the Role.
- Provide and coordinate first, second and third level support to staff and students.
- Coordinate delivery of this support between on-site technical staff and external providers where appropriate.
- Deliver these relevant support services efficiently, in a timely manner and within resources allocated.
- Communicate information necessary to all stakeholders regarding workload, system changes, service disruption and new systems.
- Facilitate improved operations where practicable within budget constraints and in collaboration with the IT Team and College Leadership.
- Maintain currency with technical developments in computing and network management
- Manage ICT Projects as delegated by the Leadership Team

## **Personal Skills and Qualities**

- The ability to administer a Windows Server environment, including Server 2012 R2+, SQL Server, Active Directory and Configuration Manager
- Knowledge of Cisco Managed switch / wireless environments
- Open Source web technology support
- Familiarity with Learning management systems (LMS)
- Excellent leadership and management skills with the ability to lead a small team.
- Project management skills
- Build effective relationships with Brisbane Catholic Education Office, school contractors, vendors & 3rd Party support.
- Excellent communication and service-oriented skills.
- The role holder performs the role in harmony with the ethos, mission and values of the College
- The role holder is responsible for maintaining the integrity of the College network and ensuring its effective performance
- The willingness to broaden ICT / ICLT knowledge into new areas as the role requires.
- The role holder supports the College Leadership in its direction for ICT and ICLT
- The role holder collaborates professionally with others involved in the delivery of ICT and ICLT services to the College
- The role holder is responsible for working within budgetary guidelines set by the College Leadership

## **Appointment and Classification**

- The appointment is full-time continuing (48 weeks + 4 weeks annual leave – to be negotiated the timing of leave).
- Classification is School Officer Level 6
- Remuneration is as per the School Officers Award.
- Hours of duty are 76 hours per fortnight (start and finish times negotiable).
- This role description is reviewed regularly to ensure its relevance. The Business Manager and Principal may assign other duties to the role as the need arises.