

Job Description

Job title	Senior Manager/Director of Information Technology and Compliance (ITC)	Department	IT
Division/School	Malvern College Hong Kong	Service location	Malvern College Hong Kong
Reporting line	Deputy Head MCHK	Effective date	September 2023

Roles and Responsibilities

Job Purpose	<p>The primary purpose of this post is to deliver secure, reliable, and effective ICT systems and services for Malvern College Hong Kong.</p> <p>The Senior Manager/Director of Information Technology and Compliance is responsible for the management of ICT staff, and for developing a strategy that ensures Malvern College Hong Kong is established as a centre of excellence for ICT services.</p> <p>He/she plays a crucial role in ensuring compliance with data protection and privacy laws, regulations, and guidelines in an international context.</p> <p>He/she is responsible for developing and implementing effective data compliance strategies, overseeing data governance, and safeguarding the privacy and security of sensitive information within the school's systems.</p> <p>He/she collaborates with various stakeholders, including those in governance positions, school administrators, teachers, students, and parents, to promote a culture of data privacy and compliance throughout the organisation within the international context.</p>
Main Duties and Responsibilities	<ul style="list-style-type: none"> • Overall responsibility for the security, delegated budgets, and leading the day-to-day management, and maintenance of the ICT Systems at Malvern College Hong Kong • To develop, maintain, and test robust backup systems and fail-safe emergency procedures to deal with the consequences of the failure of ICT systems. • To develop, monitor, and review purchasing arrangements for ICT hardware, software, systems, and services in order to ensure the best possible value. • Produce and maintain clear plans for the development and maintenance of ICT Services at MCHK • To improve the operational effectiveness of all ICT Systems. • To monitor the effectiveness and enforce ICT policies and procedures, within the ICT services department and the wider College community. • Provide support to academic staff, pupils, and support staff in their use of ICT. • Identify training needs for staff and arrange provision of training with assistance from the HR Department • To provide technical support for telephone systems, audio-visual, and CCTV services and advising on their design, procurement, maintenance, and use. • To ensure College staff and management are fully informed of systems problems and the progress of remedial actions as appropriate. • Develop and implement data compliance policies: Create, update, and communicate data protection policies, procedures, and guidelines in an international context. Ensure the policies reflect best practices and accommodate the specific data privacy needs of the school.

- Data governance and risk assessment: Establish a comprehensive data governance framework, including data classification, access controls, data retention, and data disposal procedures in line with international/Chinese regulatory frameworks. Conduct regular risk assessments to identify potential vulnerabilities and gaps in data protection. Develop strategies to mitigate risks and enhance data security measures.
- Privacy impact assessments: Conduct privacy impact assessments (PIAs) to assess the impact of new systems, technologies, or projects on data privacy. Collaborate with IT teams, vendors, and other stakeholders to identify and address privacy risks early in the development or procurement process, ensuring compliance with international/Chinese regulations.
- Data breach management: Develop and implement procedures to detect, respond to, and recover from data breaches or security incidents. Coordinate with relevant internal departments, legal counsel, and regulatory authorities, adhering to the requirements of International/Chinese law. Ensure appropriate incident response plans are in place and regularly tested.
- Staff training and awareness: Deliver data privacy training programs to educate staff members about their responsibilities in protecting student and staff data. Foster a culture of data privacy and security awareness throughout the school community. Provide guidance and support to staff regarding data privacy queries or concerns, ensuring adherence to all relevant regulations.
- Data subject rights and consent management: Ensure compliance with data subject rights, including access, rectification, erasure, and data portability requests, as mandated by GDPR. Establish processes to manage and document data subject consents, ensuring their validity and adherence to applicable regulations.
- Compliance monitoring and reporting: Monitor the school's data compliance activities, including data processing activities, privacy incidents, and breach notifications, in accordance with all international/Chinese requirements. Prepare regular reports on compliance status, key metrics, and emerging risks for senior management and relevant stakeholders.

General duties:

- Lead the IT Strategy planning, bringing current knowledge and future vision of new and emerging technologies and systems and best practice.
- Through an in-depth understanding of the schools, contribute to strategic planning for both the education and ICT ensuring education needs are transformed into tangible technology initiatives.
- Develop and revise processes and procedures, standards, and guidelines relating to the school's systems/databases.
- Understand and apply system-wide workflow and processes as well as relationships with other internal and external databases.

Lead the support for Staff:

- Support and lead the management of all aspects of the school's administrative and curriculum networks, servers, email, and security systems providing a safe and efficient ICT environment for staff.
- Work in close liaison with the Educational Technology Leaders to provide staff and pupils with appropriate IT resources, functionality, and training.
- Line manage and coordinate on-site school-employed ICT support technicians and ensure uninterrupted ICT support during school hours and when needed.

Lead the support for School:

- Support the management of all aspects of the school's administrative and curriculum networks, servers, email, and security systems providing a safe and efficient ICT environment for pupils.
- Support pupils with their personal devices in line with the school's Bring Your Own Device Policy and ICT Acceptable Use Policy.
- Support the implementation, monitoring, and review of school procedures for managing and recording installations and configuration changes.
- Support the management of the school's network infrastructure, servers, and workstations.
- Deliver a regular maintenance programme of the school's servers and core systems and resolution of failures in hardware and software.
- Comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality, and data protection, reporting any concerns to the Headmaster and Deputy Head

Key Relationships

Internal

- MCHK Head Office and school management team
- School's administrative and academic/teaching staff
- Educational Technology Leaders (PYP and MYP)
- Pupils

External

- Parents
- Service suppliers/providers

Position Requirements

Academic Requirements

- University degree in Computer Science/ Computer Engineering or equivalent discipline
- CISSP Security + or equivalent
- Certified professional in one or more of the following industries: Microsoft/CISCO/Apple/Google / Data Compliance an added advantage
- Proficiency in programming is an advantage

Required Working Experience

- **Information Technology Management:** A solid background in managing IT infrastructure, network operations, and security within an educational or similar environment.
- **Educational Technology:** Experience with integrating technology into educational environments, understanding the unique needs and constraints of schools, and ensuring technology enhances the educational experience.
- **Regulatory Compliance, Governance, and Change Control:** Knowledge and experience in ensuring that the organisation adheres to relevant laws and regulations regarding data protection, cyber security, and education standards.
- **Cybersecurity:** Experience in implementing and maintaining robust cybersecurity, measures to protect the school's data and digital resources.
- **Project Management:** Proven track record in overseeing IT projects from conception through to implementation.
- **Vendor Management:** Experience in negotiating and managing contracts with technology vendors and service providers.
- **Policy Development and Enforcement:** Experience in developing and enforcing IT Policies and procedures to ensure compliance and security.

Competencies

- Self-starter and a strong team player
- Excellent English (spoken and written)
- Excellent communication skills
- Excellent analytical skills to compare and evaluate various products and solutions.
- Customer service-oriented attitude
- Flexibility
- Being proactive in understanding the needs of end users and deliver solutions.
- Cultural sensitivities and ability to work across locations/regions