



Role Statement

ROLE TITLE:	Director of ICT
REPORTS TO:	Commercial Manager
RESPONSIBLE TO:	Principal
AWARD:	Dependent upon qualifications
DATE PREPARED:	August 2017

ORGANISATIONAL ENVIRONMENT:

At Fraser Coast Anglican College, we provide a supportive Christian community and a high quality learning environment which enriches the body, mind and spirit, challenging each individual student to develop a love of learning, build their confidence, serve others, have options for the future and achieve their best.

Vision

We aim to be the school of first choice for families in the Wide Bay region, achieving outstanding academic results and renowned for our innovative K-12 curriculum which engages all students.

ORGANISATIONAL EXPECTATIONS:

The Director of Information Communications Technology (ICT) is expected to support the College community (Principal, staff, students and parents) in the continued promotion of the philosophy of the College which is founded on the Mission Statement. All employees are expected to respect the confidentiality of the individual, and to treat all members of the College community with courtesy.

All employees are bound by the requirements of the College's policies, procedures and any other practices (such as the Code of Conduct) and are expected to provide appropriate support and pastoral care to students of the College.

Fraser Coast Anglican College is committed to maintaining a healthy and safe work environment. Everyone must adhere to the *Work Health and Safety Act 2011*.

The Director of ICT will be assuming a lead role in the future development and growth of an innovative learning community which seeks to establish itself at the forefront of 21st Century learning. This role is for an experienced, ambitious and technologically motivated professional. You will lead a team committed to the future and the delivery of modern and creative service.

Note that staff are required to familiarise themselves with the College Child Protection Policy.

All employees recognise and accept that multi skilling is an essential component of the College and all employees may be required from time to time to undertake duties that are outside their normal position description but within their skills, competency and capability.

Much of the information gleaned by staff during the course of their duties is confidential and should be treated as such. Staff shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways, which are inconsistent with their obligation to act impartially. Nor should such information be used improperly cause harm or detriment to any person, body, or the College.

Proof of qualifications will also be required prior to commencement.

PRIMARY ROLE PURPOSE

The Director of ICT is appointed by the Principal in consultation with the members of the Executive Leadership Team. The appointee is responsible to the Principal and reports to the Commercial Manager as well as a key relationship with the Deputy Principal – Teaching and Learning.

The Director of ICT is required to:

- Manage all aspects of ICT within the College. This is to be in line with the current Strategic Plan.
- Provide Strategic Leadership and Collegial support for support, technical and teaching staff as appropriate. This will include assisting with best practice in Teaching and Learning, Professional Development and management of project activities for P-12 that involve ICT resources and approaches.

Requirements

- Completion of a Degree in Information Technology or a related discipline (or equivalent industry experience)
- Microsoft Certified Professional (MCP), Microsoft Certified Systems Engineer (MCSE)
- Project Management and ITIL certification may be advantageous
- Proven ability to work as a constructive member of a team with a professional, courteous manner
- Take full responsibility for compliance with Fraser Coast Anglican College policies, procedures and risk management strategies
- Current Blue Card status or ability to acquire

- Compliance with support Staff Code of Conduct
- Clearance from the Anglican Church National Professional Standards Register
- All employees recognise and accept that multi-skilling is an essential component of the College and may be required to undertake duties that are outside their normal position description but within their skills, capabilities and competency.

Given the dynamic environment in which the College operates, the Principal may later alter the roles and responsibilities of the Director of ICT position at their discretion in order to most effectively serve the needs of the College.

KEY ACCOUNTABILITIES:

Service

- Provide the highest level of service to all members of the College including students, parents and staff.
- Positively promote the College both internally and externally at all times.
- Maintain confidentiality regarding all College related issues.

Leadership

- To ensure the effective and smooth operation of all aspects of ICT throughout the College.
- To provide management of the servers to ensure the systems adequately meet the ongoing and changing needs of the College.
- To maintain an accurate register of all assets related to technology.
- Ensure regular and appropriate upgrade of all areas of hardware across the College.
- To ensure the College has in place all relevant licences to enable appropriate and effective access to programs for all users.
- To provide appropriate safety and security on the College's system for all users.
- To increase the ease and access of information between all members of the College community through enhanced programs, software, and intranet, etc.
- To assist staff in the appropriate integration of technology in the classroom and day to day use of resources.
- To work closely with the ICT Teaching staff, Library and Administration staff to ensure appropriate integration of technology across the College.
- To develop and oversee the IT Budgets including: IT Hardware, Software, Licences, Licensing.
- To order hardware and software in consultation with the Principal or Commercial Manager.
- To develop short and long-term strategies for the future growth of ICT within the College.
- To advise the Principal and Deputy Principal - Teaching and Learning on latest technological advances that impact on education.
- Supervision and direction of ICT staff including appropriate appraisal and job setting.

Provide efficient and effective IT Service Support

- Service Desk - develop and manage effective customer support systems and processes; provide high level support to resolve technical issues.
- Problem Management - Minimise the adverse impact of incidents and problems on the business that are caused by errors within the IT infrastructure, and prevent recurrence of Incidents related to these errors.
- Change Management - Ensure that standardised methods and procedures are used for efficient and prompt handling of all changes, in order to minimise the impact of Change-related incidents upon service quality, and consequently improve the day-to-day operations of the organisation.
- Release Management - Securely control the physical and logical storage, management, distribution and implementation of all hardware and software assets, ensuring that only currently authorised and quality checked versions of hardware and software are actually brought into use in the production environment in a cost effective way.
- Configuration Management - Account for all IT assets and configurations within the organisation and its services; provide a sound basis for incident, problem, change and release Management.

Provide efficient and effective IT Service Delivery

- Service Level Management - Maintain and improve IT service quality through a constant cycle of agreeing, monitoring, and reporting upon IT Service achievements and instigation of actions to eradicate poor service - in line with business and cost justification.
- Capacity Management - Ensure that cost justifiable IT capacity always exists and that it is matched to the current and future identified needs of the business.
- Availability Management - Optimise the capability of the IT infrastructure and services to deliver a cost effective and sustained level of availability that enables the business to satisfy its objectives.
- IT Service Continuity Management - Support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities can be recovered within required and agreed business timescales.
- Security Management - Organise the collection, storage, handling, processing and provision of data in such a way that the confidentiality, integrity and availability of business conditions are satisfied.

Teamwork and Communication

- Developing and maintaining excellent communication between staff, parents, students, Principal and Executive.

- Liaise with the Principal and Commercial Manager to ensure the provision of a strong and effective ICT development program within the College.
- Ensure that details of all activities within the ICT Department are communicated properly and effectively to parents and within the College. To ensure the effective and smooth operation of all aspects of ICT throughout the College.
- Maintain a supportive environment for staff, assisting with staff selection, training and conducting performance appraisals. Initiate appropriate training and development of staff including succession planning. Demonstrate a sincere interest in assisting all staff at the College.

Administration/Policy and Development

ADMINISTRATION

- Developing and maintaining appropriate administrative procedures for the smooth operation of the ICT Department.
- Develop and submit an annual budget for capital and recurrent materials within the ICT Department.
- Assist with the recruitment process of staff for the ICT Department.

POLICY DEVELOPMENT

- Writing and maintaining all policies and procedures relevant for the operations within the ICT Department.
- Within their area of control, Senior Leaders and Executive will set exemplary standards by their compliance with the Work Health and Safety System at all times. They are accountable for the following aspects of work health and safety;
 - Set the example for all workers to follow and implement the concepts of work health and safety;
 - Be familiar with legal and College requirements applicable to the health and safety of the workers for whom they are accountable, and to operate within the terms of these requirements;
 - Promote a work health and safety program within the business aimed at achieving these targets;
 - Discuss the safety aspects of all operations with their workers to ensure that they understand that health and safety doctrines are important to themselves and the College;
 - Ensure that health and safety doctrines are included in all worker induction and job training sessions and, in particular, that no worker is required to undertake a task without adequate safety instructions and job training being given;
 - Ensure that all workers under their control are aware of the location of first aid facilities, fire protection facilities, evacuation procedures and other emergency procedures;
 - Ensuring that all workers are issued with the appropriate protective equipment and clothing and to monitor the suitability of that protective equipment;

- To ensure that all statutory obligations in respect of equipment tests and equipment security are fully complied with in their area of management; and
- Ensure the highest possible standards of housekeeping are maintained throughout the area of their control.

Other

- Carry out other duties as required by the Principal.