IT Services Leader
Position Description

IT Services Leader	
AWARD: Victorian Catholic Education Multi-Enterprise Agreement	**CLASSIFICATION** Education Support Category A Level 5
TERMS OF EMPLOYMENT: Ongoing 8.30am – 4.36pm	**ANNUAL LEAVE** 4 weeks annual Leave
REQUIREMENTS: Working with children check	**SUPERVISOR** Business Manager/Principal

CATHOLIC IDENTITY

- Actively live and promote the College Mission.
- To promote and maintain Gospel values and the Catholic tradition among all sectors of the College, including students, staff and parents.
- Ensure and facilitate a Catholic inspired ethos within the school community.

POSITION OBJECTIVE:

The Technology Services Leader is responsible for the leadership and management of the College's technology platforms, solutions, and service delivery. This role is critical in assisting staff and students to reach their full potential utilising technology.

The Technology Services Leader will coordinate resourcing within the ICT department, managing our external service support provider and other vendors.

Though effective collaboration with stakeholders across the College, including members of the College Executive Team, the role will be responsible for the delivery and support of quality technology solutions and support, continually seeking to understand and lead improvement through implementing strategies, processes, and work practices that deliver a high level of customer service.

Strategy Planning & Growth	• Contribute to the development of the College's technology strategy including the development of the College risk and security profile. • Develop and own a 3-year technology roadmap that covers all College related ICT investment decisions, reviews and considerations relating to core technologies, applications, and tools. • Develop annual budgets each year. Propose budget to College Business Manager. Then manage approved budget and track actuals, reporting as required. • Drive execution against strategy and roadmap.

	• Develop procurement process in consultation with College Business Manager, as it relates to College Technology purchases. Implementing and managing this process.
	• Manage projects and changes, ensuring they are on time, on budget and that there is effective communication to stakeholders, relevant documentation, and handover, with any disruptions in line with stakeholder expectations and approval.
	• Ensure software licensing is sufficient to meet College's needs and usage and that expenditure is tracked and any issues are resolved.
Relationship Development	• Establish and continuously develop ongoing, positive, and professional relationships with all stakeholders, with the primary focus on exceeding students and staff needs.
	• Always manage expectations and perceptions and ensure communication is proactive and effective. Be the interface between ICT and others in the College.
	• Prepare and distribute a regular report about performance, upcoming projects, and past projects and present to College Leadership. Produce measurements and metrics seeking input from others to determine what matters to them.
	• Lead College's ICT Committee ensuring that agenda is created, and broad participation of members is achieved in ensuring that the operational priorities align with stakeholders' requirements.
	• Develop relationships and ensure the College's needs are well represented with groups such as – SIMON, MACS, CES and other such networks which will enhance the College's ICT operations. Provide updates to College Leadership.
	• Develop relationships with each member of the College Leadership Team seeking feedback and providing update of current and future planning.
	• Work with the College Business Manager on all ICT operational issues. Meeting regularly and ensuring that adequate documentation and recommendations with supporting information is provided.
	• Lead or actively contribute to any other teams or project groups established as required.
Deliver Superior Customer Service	• Develop SLA's that reflect delivery of high customer service levels to all users of College Technology. Track and report against these service levels.
	• Identify key trends and ensure they are being addressed at the root cause and determine business impact of incidents and problems.
	• Ensure that incidents are monitored and escalated. Eliminate lost incidents and service requests. Ensuring users are kept informed on status and progress of all problems that they log and any broader issues that may impact their day-to-day use of technology.
	• Provide written report to College Leadership that celebrates success and identifies areas of improvement with tracking of actions.
	• Create or ensure clear documentation and repeatable procedures are developed and implemented.
	• Communicate upcoming changes and projects to team and impacted users well in advance (at least 5 days in advance). Ensure outages are planned in consultation with relevant stakeholders and communicated at least five plus

	days in advance. Ensure completion of a Post Incident Review for unplanned outages within 5 days of outage occurring.
	• Contribute to the process/policy development and maintenance as it relates to technology.
	• Ensure facilities are clean and tidy, staff are well presented, and that staff and students feel welcomed to visit the ICT areas within the College.
	• Develop, implement, and track regular maintenance of all College infrastructure and systems. Consulting with external providers regarding updates and ticketing associated with College network, data, and communication systems.
	• Manage maintenance of all College network and communication systems
	• Maintain, coordinate, and respond to onsite ticketing requests for support in line with protocols established with the College's external provider/s. Including troubleshooting computer hardware, peripherals and equipment as required.
	• Manage the deployment, configuration and security of technology devices and peripherals.
	• Manage risk and compliance related to all relevant legislation and other requirements.
	• Manage and oversee the successful integration of all databases used and created by the College.
	• Manage external providers against agreed contracts and ensure regular reviews against market are completed as agreed with College Leadership.
	• Contribute to the development of ICT professional learning for the College to reduce ICT support requests and increase staff 's knowledge of the technologies that they use.
	• Oversee the development of College ICT protocols with ICT Strategic Team
	• Direct work associated with the tickets logged.
Team Leadership	• Develop and execute on team development and succession plan for any staff directly reporting to you and develop contingency plan regarding any third parties used by the College.
	• Develop resource capacity management e.g. resource planning, task/work allocation and review, coverage, leave accrual, recruitment, resources are monitored, measured, and monitor staff and external vendors against these requirements.
	• Develop and monitor ICT support goals, complete half yearly performance reviews and development plans for any staff directly reporting to you. Where these staff are third parties develop and implement an equivalent review process.
	• Provide day to day leadership and mentoring. oversee support and maintenance of all technology systems and devices.
	• Other duties as directed.

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Qualifications and Requirements

- Qualifications and experience in Information Technology
- Current Working With Children Check and National Criminal History Check

Skills & Attributes

- Experience in management of ICT infrastructure and systems
- Experience in risk mitigation and asset management
- Well-developed interpersonal and communication skills.
- Excellent organisational and time management skills with a proven ability to work to deadlines.
- Strong commitment to confidentiality.

Occupational Health and Safety

All employees have the responsibility to:

- Be responsible for their own health and safety and for the health and safety of anyone else who may be affected by their acts or omissions at the workplace.
- Adhere to safe work procedures, instructions and rules.
- Cooperate with the employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Act.
- Not willfully or recklessly interfere or misuse anything provided in the interests of health and safety or the welfare of others.
- Not willfully place at risk the health and safety of any other person in the workforce.
- Report any injury or hazard to the Principal immediately

Commitment to Child Safety	FCJ College is committed to creating and maintaining a child safe environment in which students feel safe and are safe. It is a condition of employment that the incumbent be a person suitable to work with children.
	FCJ College has a Child Safety Code of Conduct and as a staff member of the College, the incumbent is subject to and expected to comply with the Child Safety Code of Conduct as amended or varied from time to time.

Signed:

(Employee)

Date: