Position Description
Head of Information & Communications Technologies (ICT)

POSITION	Head of ICT
RESPONSIBLE TO	Director of Business Services and Advancement
EMPLOYMENT TERMS	• Employment is in accordance with terms and conditions as outlined in the Catholic Education Multi-Employer Agreement (CEMEA 2022) • Remuneration is in accordance with the CEMEA 2022 and dependent on skills and experience
PREPARED BY	Principal Director of Business Services and Advancement Head of IT Services Human Resources Manager
ISSUE: 01	DATE: March 2024

All staff members of Siena College are expected to support and promote the College mission. Siena College, a Catholic secondary school in the Dominican tradition, engages young women in a challenging education that empowers them with the personal resources to make a difference in the world, by searching for truth through a culture of lifelong learning.

The College has a universal expectation for the protection of the young women in its care and is committed to ensuring that all staff promote the inherent dignity and fundamental right of students to be respected and nurtured in a safe school environment. This commitment is drawn from and inherent to the teaching and mission of Jesus Christ, with love, justice and the sanctity of each human person at the heart of the Gospel. The College has a zero tolerance of all forms of child abuse and actively works to listen to and empower students. The College has policies and processes in place to protect students from abuse and takes all allegations and concerns seriously and responds in line with the organisation's policies and procedures.

Reporting to the Director of Business Services and Advancement, the role of the Head of ICT is responsible for a holistic approach to the management and leadership of ICT and related services at Siena College. The Head of ICT will ensure the smooth operations of the ICT department in alignment with the College's strategic objectives, and will plan, direct, coordinate and design ICT activities to implement technology solutions at the College. The position has oversight for ensuring a secure, reliable and innovative infrastructure to support the needs of the school, ensures a responsive Help Desk and support to all users of Siena College ICT as well as ensuring a collaborative and streamlined approach to ICT applications within the school.

The Head of ICT will provide vision and leadership in the development and implementation of the ICT strategy and assume responsibility for ensuring the school's contemporary facilities and outstanding learning environments remain leading edge.

This role will provide leadership, supervision and a positive and productive working and learning environment for the ICT team.

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Main Responsibilities

Leadership of the College ICT Strategy is defined by the following priorities:

- Accessible Infrastructure
- Secure and compliant
- Learning focussed
- Service oriented
- Innovation and Emerging ICT.

In support of these strategic priorities, the following responsibilities apply:

- The development and continuous improvement of the ICT service
- Management of ICT resources (internal and external) with technical and managerial leadership oversight
- Management reporting
- ICT project management
- ICT vendor management (market tests, contracts and Service Level Agreements, etc)
- Coordinate the annual ICT security testing per the school internal audit process
- Apply ICT technical and managerial best practices to ICT delivery at Siena College
- Delegate responsibility to staff or a responsible vendor for resolution of ICT technical problems as identified
- Implement selected technologies in support of improved school operations, improved service availability and in response to approved projects from the ICT strategy
- Support ICT department with knowledge transfer and training
- Develop ICT service designs and distilling these into projects. Direct, co-ordinate and design ICT related projects and activities, as well as provide administrative direction and support for daily operational activities of the ICT department.
- Develop justifications and business cases for the recommended projects
- Additional ad hoc tasks within the incumbent's experience and training, as directed by the Director of Business Services and Advancement from time-to-time
- Work with other staff in developing their ICT requirements to achieve a balanced footprint of ICT solutions that support functional best practices
- Define and implement ICT policies, procedures and best practices in accordance with school expectations
  - Administration - To ensure the College has effective and efficient ICT applications in place for its administration and operations
  - Teaching and Learning – To ensure the College has an ICT system that provides an effective and efficient Learning Management and Communication system
- Be responsible for the planning installation, upgrade and ongoing management of technology under ICT management

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1. Leadership and Management

1.1. Collaborate with leadership to develop ICT strategies and roadmaps that align with the school's mission and strategic priorities

- Development of annual ICT Strategy plans which link to budget submissions outlining the direction of ICT in the College for the next 12 months but also including a guide as to innovation and emerging technologies

- Communicate and implement the ICT strategy and supporting plans for the College, working closely with decision-makers in other departments to identify, recommend, develop implement and support technology solutions

- Develop and coordinate the overall vision and implement planning processes to regularly evaluate and improve existing technologies, systems, policies and staffing.

1.2. Prepare and manage ICT budget, including forecasting and tracking expenditures for hardware, software, maintenance, and upgrades

Evaluate alternatives, prepare cost benefit analyses and recommend solutions that maximise effectiveness, minimise costs commensurate with acceptable risks to inform the budget and strategic directions of the College.

1.3 Keep abreast of the latest technologies that may be of benefit to the College and incorporate considered recommendations into strategy and plans

1.4 Provide leadership for all ICT operations and infrastructure within the school, ensuring that an appropriate technical support framework is in place, including the management and delivery of services

1.5 Lead and provide operational management of all Technology changes, including but not limited to student management systems, student learning systems, assessment and reporting, timetabling, etc

1.6 Research and project manage the implementation of solutions to ensure learning, administrative and operational systems are providing excellent service and support to ensure the efficient running of the school

1.7 Manage and provide operational direction to ICT Services department staff to ensure robust network infrastructure and delivery of timely, high quality ICT support to end users

1.8 Development and management of the Disaster Planning and Recovery procedures, security and data management, digital governance issues, risk and compliance

1.9 Develop strong working relationships and partnerships across the College with the Leadership Team, Executive, Learning and Teaching teams, Development Office and Business Services

2. Cyber Security and Data Protection

2.1. Prioritise and sustain the reliability, security and integrity of the College's network, computing infrastructure and data

2.2. Regularly review and update the College's cyber security roadmap program to ensure its relevance in addressing cyber threats and harnessing business and cyber security opportunities, and to ensure best practice design and functionality of the College's ICT infrastructure

2.3. Identify and monitor environmental and market trends and proactively assess impact on cyber security strategies, benefits and risks

2.4. Lead the provision of authoritative advice and guidance on the requirements for security controls in collaboration with subject matter experts

2.5. Ensure alignment between business and cyber security strategies

2.6. Lead the provision of information security expertise, guidance and systems needed to execute strategic and operational plans

2.7. Secure organisational resources to execute the information security strategy

2.8. Pro-actively improve one's own cyber security awareness and skills via professional development activities and certifications

2.9. Implement cyber security measurement metrics and key performance indicators

2.10. Coordinate cyber security risk management and incident response activities

2.11. Report to senior executive on cyber security matters

2.12. Contribute to the development and maintenance of business continuity and disaster recovery plans to ensure that business-critical services are supported appropriately in the event of a disaster

2.13. Contribute to development and improvement of information security policy, standards and guidelines

2.14. Conduct regular security assessments, vulnerability scans, and risk analysis, and take appropriate actions to mitigate potential threats

2.15. Carry out cybersecurity awareness program (awareness news, phishing exercises, password management etc)

3. Data Analysis and Insights

3.1. Extract data from multiple databases and sources, ensuring accuracy, completeness, and integrity

3.2.   Analyse data sets to identify trends, patterns, and correlations, providing valuable insights that inform administration/educational practices

3.3.   Collaborate with stakeholders to define data analysis requirements and objectives. Develop data management frameworks to guide best practice for collating and managing data

3.4.   Work closely with teaching and non-teaching staff to understand their data needs and provide support in generating custom reports and analyses

4. Infrastructure Management

4.1.   Oversee the operational aspects of systems and infrastructure, and in collaboration with the System and Infrastructure Manager, maintain ICT hardware infrastructure: network, servers, desktops and others

4.2.   Monitor and safeguard the stability, security, and availability of all ICT systems and services

4.3.   Plan and manage upgrades, enhancements, and expansions to meet the evolving needs of the College

4.4.   Testing and assessing and project managing the rollout of new ICT equipment and software

4.5.   Hardware performance monitoring and improvement

4.6.   Disposal of obsolete equipment and reporting of the need of new equipment. Having the asset register adjusted as necessary

5. Software Application Management

5.1.   Manage software licenses and oversee installations, and updates to ensure compliance and optimal performance

5.2.   Ensure updates are promptly applied to maintain software reliability and security

5.3.   Source, evaluate, and recommend software/applications in collaboration with the Learning Technologies Leader

6. User Support and Training

6.1.   Provide positive and timely technical support and assistance to staff, students and parents as necessary

7. Vendor and Contract Management

7.1. Oversee relationships with vendors for service and support of all information systems and technologies

7.2. Establish and maintain contacts with suppliers and knowledge of current technologies, prices, terms of agreements and actively monitor Service Level Agreements

7.3. Review hardware and software acquisition and maintenance contracts

7.4. Responsible for the photocopiers, negotiating of contracts and renewal

8. Documentation and Reporting

8.1. Maintain accurate records of ICT assets, configurations, and procedures

8.2. Generate regular reports on ICT activities, performance metrics, and support requests

8.3. Responsible for ICT support for the following - School Reports, GAT, NAPLAN, Exams, other directed assessments

9. Leadership of Staff

9.1. Demonstrate excellent interpersonal skills and the capacity for effective communication. Show tact, respect and discretion in dealing with individuals and groups and ensure the confidentiality of information as appropriate.

9.2. Effectively lead the ICT team to deliver high quality service, including delivery of projects. Develop the skills and capacity of staff in the ICT team. Coach staff, prioritise work to meet outcomes, monitor workloads, review progress of projects and provide feedback where necessary to staff

9.3. Support and monitor individual staff in the performance of their professional responsibilities to ensure that College expectations are met and follow up with staff as required. Ensure personal development plans and appraisals are completed for all direct reports.

9.4. Assist the Principal with the recruitment of new staff

10. Qualifications

10.1. Bachelor's degree in computer science, or a related field.

10.2. Proven 5+ years' experience, with a track record of successfully leading and managing ICT operations at a secondary school

10.3. Strong technical ability in network administration, hardware/software management, cybersecurity, and troubleshooting

10.4.   Excellent communication and interpersonal skills, with the ability to effectively cooperate and communicate with diverse stakeholders

10.5.   Strong organisational and project management skills, with the ability to prioritize tasks and meet deadlines

10.6.   Knowledge and interest of school ICT needs and best practices in integrating technology into a learning environment

10.7.   Current Working with Children Check/Police Check/Mandatory Reporting/Level 2 First Aid

11. Experience, Knowledge, Skills and Personal Attributes

11.1.   Excellent verbal and written communication skills and effective presentation skills

11.2.   Excellent negotiation and influencing skills

11.3.   Comprehensive knowledge of business principles and administrative procedures such as project management, resourcing, service reporting, budgeting, quality assurance and managing people

11.4.   Ability to analyse and resolve complex issues - both logical and interpersonal

11.5.   Ethical and empathetic conduct

11.6.   Demonstrate initiative and flexibility

11.7.   Ability to exercise initiative, judgement and discretion

11.8.   Positive and professional disposition, inclusive of high levels of confidentiality and personal integrity and demonstrated by Proven experience in management and support of educational learning technologies/information systems and administration

11.9.   Management training and experience highly desirable

11.10. Strategic planning and project management experience

12. Professional experience

Practical experience in all or part of these technologies:

12.1.   On premises infrastructure platform: HPE SimpliVity and VMWare

12.2.   Cloud platform: Microsoft Azure

12.3.   HP Aruba wireless and network switches

12.4.   Microsoft Server families: Windows Server, Exchange, SQL Server, WSUS, AD, Azure

12.5.   Desktop operating systems: Windows, Mac OS, iOS
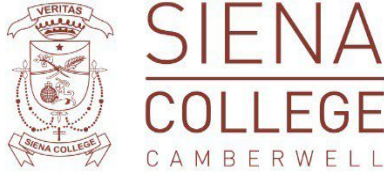
12.6. Security software: PaloAlto, Mimecast, ESET

12.7. Backup software: BackupExec, StoreOnce

12.8. Admin/Finance systems: Synergetic

12.9. School/Class management: Schoolbox, Edsmart, Clipboard, Vivi, Timetabler

12.10. Print/copy: Papercut and Fuji

12.11. Audio Visual Systems: ClickView

12.12. Telephony: Zoom

12.13. Microsoft 365

13. General accountabilities for all Staff

13.1. Demonstrate duty of care to students in relation to their wellbeing

13.2. Be well informed and comply with the College obligations in relation to Child Safe Standards and processes for reporting suspected abuse

13.3. Adhere to the College professional dress code for staff

13.4. Attend all relevant staff meetings, assemblies, College Masses, community days and staff professional learning days

13.5. Demonstrate professional and collegial relationships with colleagues

13.6. Commit to and actively support the College agenda for continuous improvement through participation in school improvement planning as required

13.7. Demonstrate alignment and support for the Catholic and Dominican ethos of the College

13.8. Support the Mission, Vision and Values of the College as articulated in the Strategic Plan

13.9. Be familiar with and comply with all College policies and procedures

13.10. Other duties as directed by the Principal