Manager, ICT Services

Purpose

The role of the Manager, ICT Services is to work closely with the Director of ICT to ensure effective operation of the College's ICT services, including personnel and system related services. The position will be directly responsible for ensuring the College Helpdesk and ICT support performs at the highest possible standard. The successful candidate will also be required to take the lead in managing ICT projects as assigned by the Director of ICT, and assist in strategic planning, budgeting, and process optimisation in accordance with ITIL best practices.

Authority

Reports to: Director of ICT
Responsible for: ICT Support Staff
Key Relations: Senior Leadership Team
               Innovative Learning Team
               College Library
               Curriculum Team

Responsibilities

1. Leadership

   • To oversee the operation of the ICT Support Team and to be responsible for the development of a highly functioning, efficient and highly regarded ICT HelpDesk.
   • To take oversight of the workloads of the ICT Support Team, to prioritise their work and to ensure it is performed to the highest possible standard.
   • To oversee the College's Helpdesk Ticketing system and ensure its operation is effective and in accordance with relevant Service Level Agreements (SLA's)
   • To conduct regular performance reviews of the ICT Support Team members.
   • To provide regular reports on Helpdesk performance to the Director of ICT.

2. Information System Management

   • To take a strategic role in the support and development of the College's Information Systems including Student Management System, Web resources, E-Learning Systems, and Human resource systems.
• To act as the primary support person for these systems, including providing support to Parents, Staff and Students.
• To participate, as directed by the Director of ICT, in the development and integration of these systems.

3. Strategic Growth

• To assist the Director of ICT in the conception, planning and implementation of key ICT projects as assigned.
• To contribute to strategic planning, capacity planning and budget forecasting.
• To assist the Director of ICT in overseeing an outsourced model of Infrastructure management.

4. Performance Optimisation

• In consultation with the Director of ICT, actively develop and implement internal systems and processes centred on both common-sense practical improvements and the ITIL service delivery framework.
• Work with the Director of ICT to propose, agree and deliver ICT service to defined Service Level Agreements.
• Recommend, develop and administer policies and procedures that appropriately support the short and long term goals of the ICT Services Team.
• Research new and emerging technologies in ICT and provide recommendations to the Director of ICT on how such technologies may benefit the College.

5. Professional Development

• Play a key role in training and developing the technology skills of the College’s user base.
• Maintain knowledge of contemporary technologies and trends within ICT in the Education and Business space.
• Be actively committed to a continued program of Professional Development.
• Maintain relevant industry certifications.
• Attend user group meetings and conferences that foster continued personal and professional growth.

Selection Criteria

• 5 Years experience in supporting ICT, preferably in an educational setting.
• Highly developed interpersonal oral and written communication skills, including a demonstrated ability to explain complex scenarios in simple terms.
• Demonstrated ability to think creatively and find innovative solutions to ICT challenges.
• Demonstrated ability to build a strong rapport and relationships with clients and vendors, preferably from a previous educational environment.
• Extensive experience in supporting Information Management systems, Databases and Web-based technologies.
• Solid foundational understanding of ICT Infrastructure including Servers, Networks and ICT security.
• Experience in Managing Google Apps, Hapara, Office365 and Content management Systems such as Wordpress (desirable).
• Experience in implementing Project Management Methodology (desirable).
• Formal Qualifications in an ITSM framework such as ITIL (desirable).
• Experience in managing small teams would be an advantage.

Applications that include a covering letter, CV and a statement that addresses each of the selection criteria outlined in the role description are to be made on the College Website using the Electronic Form under About - Employment - Apply for a position. Covering Letter addressed to the Principal, Mr Jonathan Byrne, along with CV and selection criteria statement can be uploaded during the online application process.