



DUTY STATEMENT

Information Technology Manager

Date: July 2022
Time: Full-time
Status: Ongoing
Department: Information Technology

POSITION CONTEXT:

Mercy College is a Catholic, coeducational school established by the Sisters of Mercy in 1972, with over 1600 students from Kindergarten to Year 12. The College is a Christ centred, child focussed faith and learning community, that celebrates a culturally diverse population guided by the Mercy values of Justice, Compassion, Service, Excellence and Dignity.

The Information Technology Manager is a leadership position in the Mercy College Information Technology Department. Professionalism, excellent organisational, time management skills and the ability to manage a team are vital to the role. The Information Technology Systems Manager is responsible for providing a high level of technical support and expertise relating to the design and maintenance of the College IT infrastructure. Strong customer service capabilities and a passion for supporting technology in an educational setting are critical to the success of the role.

LINE MANAGEMENT:

Working under the direction of the Business Manager via the Principal.

GENERAL DUTIES AND RESPONSIBILITIES:

The primary responsibility of the Information Technology Manager is to provide leadership and support in the following areas:

Leadership and Management

- Leadership and management of the ICT Team;
- Collaborate with the Senior Leadership Team to develop and implement a College Information Technology Strategic Plan;
- Contribute to the College capital development projects in recommending appropriate technologies and infrastructure;
- Manage the College ICT budget including liaison with all staff and preparation of budget submissions for operating and capital expenditure;
- Liaise with the Business Manager in the necessary acquisition, monitoring and evaluation of information technology equipment and resources;
- Contribute to the College Advisory Council ICT Sub-committee.

Project Management

- Provide technical support and expertise in the management of future projects as they relate to organisational requirements;
- Office 365 application related tasks including training and development of staff (Teams, Sharepoint, OneNote).

Network Management

- Virtualised Infrastructure Management;
- Microsoft Windows Server Infrastructure (Design/Management/Deployment/Maintenance);
- Microsoft Windows Desktop Environment (Design/Management/Deployment/Maintenance);
- Develop, test and implement SOE environments ensuring all software is current and appropriate licenses are in place;
- Perform updates to SOE image where necessary and coordinate implementation;
- Management of server infrastructure for backup;
- Manage camera installation and liaise with the Property Services Manager in regard to technical security issues as and when required;
- Manage and monitor data storage requirements include user storage quotas;
- Implement and manage monitoring solutions for IT infrastructure to enable a proactive approach to issues that arise.

Operational duties

- Manage and delegate support requests/helpdesk requirements for staff and students, troubleshooting solutions as required in and out of the classroom;
- Interface with CEWA as the Mercy College technical representative in regard to system requirements, in addition to creating and managing CEWA IT Helpdesk tickets;
- Manage CEWA user accounts;
- Oversee relationships and liaise with third party contractors/software vendors including diagnosis of complex issues relating to software platforms;
- Develop and implement documented procedures;
- Other duties as required by the Principal.

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Demonstrates active Christian witness to Catholic beliefs;
- Excellent verbal and communication skills and experience in the application of customer service principles and practices;
- Excellent interpersonal skills and ability to manage and lead a team;
- Experience in providing effective technical leadership and support in an educational environment;
- Ability to organise and prioritise tasks effectively;
- Ability to be resourceful and identify innovative solutions to support information systems and technology in a classroom setting;
- Microsoft Certified Professional;
- Relevant qualifications and experience with strong technical knowledge in both a Windows and Mac environment;
- Have completed or have made progress towards completing Accreditation to Work in a Catholic School;
- Must hold a current 'Working with Children' card;
- Treat all information of the College in a confidential manner;
- Work with all staff, students and family members in such a manner as to support the Catholic Education Office / Mercy College Code of Conduct;
- Commitment to Child Safety and Protection consistent with the CEWA Child Safe Framework;

SALARY, TERMS AND CONDITIONS:

- The successful applicant will be employed under The Roman Catholic Archbishop of Perth Non-Teaching Staff Enterprise Bargaining Agreement 2014 (EBA);
 - Commit to a Professional Growth Plan, together with cyclic Performance Review, to be determined by the Principal;
 - Salary – negotiable, commensurate to equivalent qualifications, skills and experiences;
 - Days and Hours of work are Monday to Friday, 8.00am to 4.00pm.
Some flexibility is required due to participation in technical support that occurs outside normal business hours;
 - Working 48 weeks per year.
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