Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Job Description Form

Manager, Technology and Communications
Churchlands Senior High School

Position number	00047549
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 6
Reports to	Associate Principal (School Administrator Level 5)
Direct reports	Network Administrator (Level 4) Network Administrator (Level 3) Technical Support Officer x2 (Level 2)

Context

Information about Churchlands Senior High School is available on Schools Online.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Operate with a high degree of autonomy, while receiving broad direction and instruction from the Principal and Associate Principal in designing, developing and managing a sustainable and compliant device acquisition, maintenance and (asset) management framework; appropriately scaled to projected numbers of 2400+ students, 250+ staff, and 3500+ devices.
- Develop, design, implement and manage systems and processes to meet the complex and large scale ICT and Corporate Services requirements of one of the biggest schools in the state with a school managed student laptop program. These systems encapsulate and support the management of ICT network infrastructure, server hardware, software and services, laptop reimaging and all other ICT systems and infrastructure as well as Corporate Services requirements.
- Manage all aspects of the organisational network from software to hardware, networking to security and Upgrade to maintenance of the network as school has diverse hybrid infrastructure and a fully independent from the Department's network.
- Manage the school's Office 365 Tennant, independent Wireless infrastructure, software contracts and deployments, firewalls, managed detection and response (MDR), end point management, identity management, ICT infrastructure leasing and management.
- Manage School own SharePoint site and all aspects of Office 365 administration.

- Manage Account provisioning, Exchange Management (Both on Prem and cloud), SSO, MS Entra and active directory.
- Manage Email Protection and Spam protection for all users.
- Administer risk management and contingency planning for data security, system backup and disaster recovery systems.
- Identifying and managing the mitigation of risks within information ICT services.
- Administer the school's ICT network, software licensing requirements and Information Technology (IT) copyright obligations in accordance with legislation and report and correct any breaches.
- Provide advice on technical issues associated with network administration.
- Research new technology and governance options relevant to achieving and supporting the school's strategic and operational goals.
- Contribute to development of plans and systems to support the goals of the school.
- Lead and coordinate the delivery of ICT infrastructure services.
- Lead development of methods and processes to ensure appropriate application of procedures, standards and methods for network infrastructure and related services.
- Liaise with the Principal, Manager Corporate Services and ICT Committee on ICT matters providing expert knowledge in relation to identified issues.
- Provide leadership and supervision of ICT staff.
- Oversee and coordinate the development and delivery of technical support by the ICT team.
  - o Implement system to manage large volume of technical support requests generated by students, staff, and network.
  - o Mentor and assist with the professional development of individuals and the ICT team as a whole.
  - o Monitor and analyse trends in technical support requests and provide effective advice and recommendations to senior management and school executive as required.
  - o Create documentation and facilitate professional development for non-ICT staff to support effective use of IT resources.
- Liaise with vendors, suppliers, service providers and technical specialists to resolve complex technical and system.
- Manage the ICT services cost centre (exceeding $800 000), including budgeting, purchasing and reporting.
- Develop systems for appropriate management and multi-year forward planning of ICT assets and resources, including hardware refresh cycles and disposals, software subscriptions and Service Level Agreements for large scale leasing (exceeding 2500 devices).
- Manage information systems integral to teaching and learning and the school administration.
- Develop and maintain documentation relating to network design and configuration, policies and procedures.
- Liaise with teaching and administrative staff to determine network requirements.
- Research and identify technology (hardware and software) needed to provide solutions and make recommendations regarding emerging technologies in education.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.

Selection criteria

1. Demonstrated high-level knowledge and substantial experience to influence the development of ICT strategy, standards, practices and innovation.
2. Demonstrated highly developed verbal, written and interpersonal communication skills, with the ability to build and maintain effective stakeholder relationships to achieve a strong customer focus in the delivery of outputs.
3. Demonstrated comprehensive understanding of infrastructure technology issues, trends and requirements, including the ability to translate understanding into design, operational and governance recommendations.
4. Demonstrated highly developed conceptual, analytical and evaluation skills with the ability to provide high-level advice on complex issues, solve complex problems and implement business improvements.
5. Demonstrated well-developed leadership and planning skills, with the ability to manage and respond effectively to business priorities and optimise the performance of individuals and teams.
6. Demonstrated highly developed organisational, evaluation, analytical and conceptual skills.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date   16 September 2025
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