Manager, Technology and Communications
Duncraig Senior High School

Position number	00040540
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 5
Reports to	Manager Corporate Services (Level 6)
Direct reports	Network Administrator (Level 4) Technical Support Officer (Level 2)

Context

Information about Duncraig Senior High School is available on Schools Online or http://www.duncraigshs.wa.edu.au/.

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

Key responsibilities

- Design, plan, implement and manage the school's ICT network and other ICT infrastructure.
- Administer risk management and contingency planning for data security, system backup and disaster recovery systems.
- Administer the school's ICT network, software licensing requirements and IT copyright obligations and other regulations are protected, reported and corrected.
- Provide advice on technical issues associated with network administration.
- Liaise with the Principal, Associate Principal, Manager Corporate Services, ICT Committee and Central Office on ICT matters.
- Manage ICT services staff and prioritise and allocate ICT support.
- Manage the ICT services cost centre, including budgeting, purchasing and reporting.
- Manage ICT assets and resources, including hardware refresh cycles and disposals, software subscriptions and Service Level Agreements.
- Manage information systems integral to teaching and learning and the school administration in consultation with the Principal or delegate.
- 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 the technologies (hardware and software) needed to provide solutions.

- Research and make recommendations regarding emerging technologies in education.
- Manage School security including system alarm codes and closed circuit television systems.
- 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 strategic ICT planning skills and the ability to formulate sound recommendations consistent with business plans and priorities.
2. Demonstrated well developed conceptual, analytical and problem solving skills relevant to technical support, including the ability to manage conflicting priorities and demands whilst maintaining customer service principles and practices.
3. Demonstrated experience in effective team leadership with proven leadership skills in managing a team and managing projects of a technical nature with an understanding of the implications of change.
4. Demonstrated substantial experience in managing ICT networks and projects, including strategic risk mitigation and change management.
5. Demonstrated considerable knowledge of software licensing and IT copyright obligations and regulations.
6. Demonstrated well developed written, verbal and interpersonal communication skills to maintain collaborative working relationships and work independently.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date   8 September 2020
Reference   D20/0450548