Manager, Technology and Communications
Byford Secondary College

Position number	00043597
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 5
Reports to	Manager Corporate Services (Level 6)
Direct reports	Technical Support Officers (Level 2)

Context

Information about Byford Secondary College is available on Schools Online.

For further information about the Department of Education, please visit education.wa.edu.au.

Key responsibilities

- Design, plan, implement and manage the college's and feeder schools' ICT network and other ICT infrastructure.
- Administer risk management and contingency planning for data security, system backup and disaster recovery systems.
- Administer the college's and feeder schools' ICT networks, software licensing requirements and IT copyright obligations in accordance with legislation and report and correct any breaches.
- Provide advice on technical issues associated with network administration.
- Liaise with the Principals and Manager Corporate Services' 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 college 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 Departmental policy.

- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Selection criteria

1. Demonstrated strategic ICT planning skills and the ability to formulate 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 substantial experience in managing ICT networks and projects, including strategic risk mitigation and change management.
4. Demonstrated knowledge of software licensing and IT copyright obligations and regulations.
5. Demonstrated well developed written, verbal and interpersonal communication skills, including the ability to lead a team, establish 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 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
- 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   10 May 2023
Reference   D23/1133452