



## POSITION DESCRIPTION

Title:	Information Technology Manager
Division:	Administration – Senior Manager
Reports to:	Director ILT – PLC/Scotch College
Direct reports to this role:	Operations Managers - PLC and Scotch College

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### Purpose

In accordance with the joint Information and Learning Technology (ILT) Strategic Plan, PLC and Scotch College strive to provide a 21st Century Connected Learning Community through a wide range of projects that enable anywhere, anytime access to educational resources.

Both schools integrate an agile and innovative 21st Century teaching and learning environment and administrative systems with contemporary technologies, learning spaces and an embedded 21st Century skills curriculum to achieve College Aims and Objectives.

Under the direction of the Director of Information and Learning Technology, the Information Technology (IT) Manager, together with the Curriculum Integration Manager at PLC and the Head of ILT at Scotch, are critical member of a team who provide leadership to:

- Uphold PLC and Scotch's status as world-class Apple Lighthouse Schools
- Support 21st Century and International Baccalaureate teaching and learning environments
- Drive exploration to find the best of breed solutions, and maintain the effective deployment, management and use of ILT.

The IT Manager leads both Presbyterian Ladies' College and Scotch College's Information and Learning Technology Technical teams and works across both schools to ensure technical collaboration and successful provision of technology solutions to meet the needs of both schools.

Whilst the role is a joint appointment of PLC and Scotch College, the IT Manager will be employed by PLC.

### Service and Values

- All responsibilities and activities are to be carried out in accordance with the Schools' ethos, values, and standards of behaviour as set down by the Schools and as amended from time to time.
- It is expected that individuals will demonstrate and promote service excellence and support the Schools in their objectives at all times.
- Participate in professional development activities conducted by PLC and Scotch as required or directed.

## **Key Result Areas**

### **1. Strategic Outcomes:**

- 1.1. The IT Manager is to ensure continuity of organisational ILT services and the overall management of projects and technical teams within the context of the PLC and Scotch ILT Strategic Plan.

As such, the IT Manager will directly lead the PLC and Scotch ILT Technical teams in:

- 1.2. Managing the information technology to ensure it supports the goals of the organisation
- 1.3. Infrastructure planning and execution
- 1.4. Project planning and execution to ensure information systems support
- 1.5. Administration operations

Additionally the IT Manager

- 1.6. Is accountable for the technical achievement of significant organisational objectives and priorities.
- 1.7. Will provide advice on IT issues and planning to the Director of ILT and assist with communication to Executive and Councils
- 1.8. Will assist the Curriculum Integration Manager and Head of ILT with communication of projects to both Teaching and Non-Teaching staff.

### **2. Operational Leadership**

- 2.1. Provide effective leadership, supervision and a safe work environment for the PLC and Scotch ILT technical team/s.
- 2.2. Motivate the technical team by effectively communicating goals and performance expectations, and ensuring staff are suitable trained or skilled to meet the demands of their roles.
- 2.3. Coach staff, prioritise work to meet outcomes, monitor workloads, reviews progress of projects and provide feedback where necessary to staff.
- 2.4. Build and create a professional development environment, enhancing the technical and customer facing skills in the ILT technical team to achieve strategic goals in line with the Performance Development Review processes.
- 2.5. Supervise and assess the work of ILT technical team members in accordance with their role statements. Ensure that project timelines will be achieved by appropriate contingency planning in situations of absent staff members or other factors that may impact on project timelines.

### **3. Budgets and Contracts**

- 3.1. Assist the Director of ILT in the development of the annual budget documentation.
- 3.2. Coordinate all projects related to selection, acquisition, development and installation of major information systems and make appropriate recommendations to the Director of ILT.
- 3.3. Provide advice to the Director of ILT on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in strategic and operational systems. Evaluate systems to measure their success.
- 3.4. Review all hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate.
- 3.5. Recommend corporate policies and standards aimed at maximising effectiveness and minimising costs related to the acquisition, implementation and operation of ILT systems.
- 3.6. Monitor the approved annual operating and capital budgets for information and learning technology systems in conjunction with the Operations Managers.
- 3.7. Maintain knowledge of latest technology, equipment, and terms of service agreements to minimize the financial investment required to meet established service levels.
- 3.8. Evaluate alternatives, perform appropriate cost benefit analysis, and recommend solutions that maximize effectiveness and minimize costs commensurate with acceptable risks.
- 3.9. Oversee relationships with vendors for service and support of all information systems and technologies. Maintain and document system errors or defects.

### **4. Planning/Policy Development**

- 4.1. Determine opportunities for improvement of current IT systems, and assess future IT needs by consulting with people at all levels of the organisation and recommend changes.
- 4.2. Manage the planning, development, evaluation, coordination and management of the information and learning technology systems. This includes telephones, print management systems and office automation.
- 4.3. Develops in collaboration with the Director of ILT policy and procedures to ensure the protection of the ILT assets.
- 4.4. Together with the Curriculum Integration Manager and Head of ILT, gather and analyse changing requirements of users and develop effective and feasible ways to satisfy user requirements.

## **5. Systems Administration/Reporting**

- 5.1. Develop and maintain the systems architecture, defining standards and protocols for data exchange, communications, software and interconnection of network information systems, including IXL 360 and iTunes U.
- 5.2. Develop and maintain system recovery plans in the event of power failure, damage to system, etc.
- 5.3. Facilitate the correction of any system failures.
- 5.4. Oversee the development, maintenance, and communication of system documentation, policies, and procedures.

## **6. Training/Professional Learning Delivery:**

- 6.1. With the Curriculum Integration Manager and Head of ILT facilitate the communication of ILT plans, policies and technology trends throughout the Schools.
- 6.2. In collaboration with the Director of ILT, develop a comprehensive user-training program for all technical staff; develop Key Performance Indicators and career pathways.
- 6.3. Maintain appropriate documentation and on-line help facilities.

## **7. Occupational Health and Safety:**

- 7.1. Demonstrate in daily activities a commitment to health and safety in the workplace by always performing tasks in the safest possible manner – safe for the individual, co-workers and students.
- 7.2. Ensure at all times that you work in compliance with all laws, acts, regulations and policies outlined in all manuals and Handbooks, as updated from time to time.
- 7.3. Report all hazards and incidents that the individual is party to, or observes, in the correct manner.
- 7.4. When required or directed by PLC or Scotch, participate in any health and safety training.

## **8. Accountability and Extent of Authority:**

- 8.1. This position:
- 8.2. Is authorised to develop and manage the ILT Operational Plan, which reflects the Schools' ILT strategic plan and Budgets as set down in existing Policies and Procedures.
- 8.3. May commit expenditure as appropriate within the predefined budgets. All other variances or additional spending must be referred to the Director of ILT.
- 8.4. Is accountable for the attainment of budget targets both in terms of outputs and financial constraints.
- 8.5. Is authorised to sign routine correspondence within areas of functional responsibility.
- 8.6. In collaboration with the ILT Operation Mangers, carry out annual Employee Performance Reviews and make recommendation on development of staff.

## **Skills, Qualifications, Knowledge, Attributes and Experience**

- A Tertiary IT-related degree.
- Extensive experience in ICT including Mac/Windows client and server, and administrative systems, including recent technical certifications
- Driven by a genuine customer service ethos and able to inspire the same in others
- Proven ability to develop positive relationships with a broad range of stakeholders, both internal and external to PLC/Scotch
- Excellent communication skills and can explain complex concepts clearly and simply.
- Can accept a significant level of responsibility and accountability.
- Well developed negotiation and influencing skills
- Ability to manage and supervise people at a range of levels and have a high level of influence in their accomplishment of outcomes as required
- Sound problem solving skills and the ability to implement and manage change in a clear, logical manner
- Management training or experience highly desirable
- Business or management qualification or experience is strongly preferred
- In-depth knowledge of administrative procedures such as budgeting, quality assurance and managing people is a distinct advantage
- Specific educational ICT knowledge and expertise is beneficial

Signed: \_\_\_\_\_  
(Incumbent)

Date:    /    /