

<b>Title</b>	ICT Manager
<b>Location</b>	TAFE Campus (Block F), 29 Windemere Road, Alexandra Hills, Queensland
<b>Employment Type</b>	Full Time
<b>Starting Date</b>	3 December 2018, or by negotiation
<b>Remuneration</b>	Negotiable, dependent on experience and qualifications
<b>Reports To</b>	Principal
<b>Applications Close</b>	2pm, Monday 19 November 2018

### OUR ORGANISATION

The Sycamore School is an independent school for young people on the Autism Spectrum. Catering for students from Prep to Year 8 it focuses on improving life quality outcomes through specialist education.

The school provides safe and inclusive, autism-friendly learning using a strengths-based approach, innovative ways of teaching, evidence-informed strategies and the Australian Curriculum. The school provides a positive learning environment which is enhanced by quality teaching to assist each young person on their educational journey.

The Sycamore School is a place of celebration providing each young person with a spectrum of choice and opportunities to build independence to advocate for themselves and reach their potential.

### OUR VISION

To improve life outcomes for people on the autism spectrum.

### OUR MISSION

The Sycamore School provides specialist support and education to people on the autism spectrum, their care networks, and the community.

### OUR VALUES

We are:

- Respectful – We value all perspectives
- Kind – We are selfless and giving
- Accepting – We value uniqueness
- Brave – We face our challenges with conviction
- Creative – We think outside the box
- Patient – We accept that some things are difficult before they become easy.



## YOUR OPPORTUNITY

The Sycamore School is seeking a focused, enthusiastic innovator to head our Information Communications and Technologies department as ICT Manager. The ICT Manager is responsible for providing professional, efficient, effective and school-focused systems and support to the school community.

## THE ROLE

The ICT Manager is accountable for the delivery of plans, strategies, projects, operations and services for Sycamore's Information and Communication Technology. He/she is responsible for the 'end-to-end' ICT service delivery for the School.

The ICT Manager is responsible for providing professional, efficient, effective and customer-focused systems and support to the school community. Working with eLearning staff and the School Executive to develop a clear specification of ICT service requirements to support the eLearning strategy is an important part of this role, as is liaison with external providers. The ability to manage projects is essential. ICT operations include responsibility for co-coordinating and managing the school's data and telecommunications services.

### Position Objectives

- Assist the school to provide the best available educational outcomes through the use of ICT
- Provide strategic input into the overall management of the school's ICT operations and infrastructure
- Contribute to the development and lead the achievement of Strategic Vision goals for ICT
- Foster and promote a culture of commitment and accountability within the ICT staff
- Plan and oversee the school's ICT operations with the emphasis on assisting all areas of the school to achieve their goals
- Ensure that the school's ICT services are delivered in accordance with best value principles.

### Key Responsibilities

The ICT Manager will provide strategic guidance/advice and manage and provide direct technological support (as required) for the following areas:

- Implementing the school's ICT Strategy
- Teaching and Learning
- Telecommunications
- Compliance
- Security
- Administration

### Learning

- Provision of overall management of the school device program
- Ensuring that ICT operations support appropriate innovation in the use of ICT in learning and teaching
- Ensuring that the technical aspects of the website and Office 365 environments are maintained and fully supported
- Support review and development of school SMS solution.

### Operational/Financial Management

- Ensuring ICT operations are conducted within budgetary limits and service agreements as appropriate
- Look to potential of cloud managed services with a view to minimising on premise infrastructure
- Monitoring ongoing financial viability of ICT operations, within budgetary constraints and the school's strategic objectives including expansion to a high school
- Ensuring funding opportunities are investigated and implemented
- Workplace Health and Safety, and Risk Management
- Compliance with all Workplace Health and Safety procedures and requirements



- Understanding of the principles of risk management including application to property, liability and occupational health and safety.

### **Policy/Planning**

- Display a knowledge of assisted learning applications
- Provision of advice to the Principal on relevant strategic ICT issues
- Inclusion of consultation in planning, development and evaluation of ICT operations
- Work to establish guidelines on data and file management and protocols
- Maintenance of links with professional groups and colleagues in other organisations to capitalise on opportunities, and to remain informed of current trends in ICT.

### **Communication**

- Effective relationships with all stakeholders – teachers, students, staff members, parents and members of the Sycamore community.

### **Qualifications and Expertise**

- Relevant tertiary qualifications in Information Technology and/or Information Management is desirable
- Experience with Microsoft and Apple operating systems in both a server and desktop environment (including iPad deployment and MDM)
- Experience and understanding of Microsoft Hyper-V, Azure, Server 2016 technologies
- Experience with provision of applications and services over a wired and wireless Local-Area Network
- Demonstrated up-to-date training in areas clearly related to the position
- Experience and interest in policy formation and strategic development
- Experience with ICT security issues
- Experience with the management of an ICT Help Desk
- Knowledge of IP network architecture, security and management
- Experience in solving internal data and voice telecommunications networking issues
- Management skills.

### **Skills**

- Ability to identify priorities and to achieve objectives within given timeframes
- Highly developed time management skills, capacity to plan, organise and meet changing priorities and objectives
- Ability to develop and implement goals, strategies and policies
- Organisational skills that enable the most effective use of human and physical resources
- Strong project management skills.

### **Interpersonal Skills**

- High level energy and enthusiasm
- Initiative and innovative thinking style
- High levels of integrity, confidentiality and loyalty
- Ability to ensure contracted service providers deliver the agreed results within the agreed timeframes and cost
- Effective communication with the users of the ICT department's services with a high level of customer satisfaction
- Commitment to work within a team
- Decisiveness and soundness of judgment
- Proven and consistent problem-solving ability.



## SELECTION CRITERIA

Please address each of these selection criteria in a paragraph of no longer than 400 words per criteria.

**Organisational Skills** e.g. Time management, planning and record keeping.

**Communication** e.g. Written skills, interpersonal and relationship skills.

**ICT Management Background** e.g. Experience at delivering ICT platforms, support, services and educational management.

**Team Member** e.g. Previous team experience.

**Personal Characteristics and Experiences** e.g. What would you bring to The Sycamore School?

## APPLICATIONS

Applications to be addressed to the Principal and emailed to [info@thesycamoreschool.qld.edu.au](mailto:info@thesycamoreschool.qld.edu.au)

Applications should include:

- 1-Page application letter
- 2-Page Curriculum Vitae (CV) including two referees, with contact details. *Please include a referee from current **and** previous place of employment.*
- Up to 4-Page response to the selection criteria.

Applications close 2pm, Monday 19 November 2018.

