DIRECTOR OF ICT

OVERVIEW

The Director of ICT provides the vision and leadership for the development and implementation of Information and Communications Technology (ICT) and related systems infrastructure at the School. They are responsible for a pivotal role in formulating and delivering the strategic plan for ICT, and for overseeing the high quality provision of ICT requirements for learning, administrative and communication purposes across the School, in alignment with the strategic direction and focus of the current IGS Strategic Plan, *Into the World 2022-2026.*

The Director of ICT will lead and manage a high performing team of ICT professional staff that is responsible for delivering quality systems and projects on-time and to budget. The ICT team includes the Head of ICT Service Delivery, the Head of ICT Infrastructure, the ICT Support Officer and the Database Manager.

1. KEY RELATIONSHIPS

The Director of ICT is ultimately responsible to the Principal. They report directly to the Head of Finance and work in full cooperation with Senior Management to deliver optimal ICT services and advancement for the School community.

2. RESPONSIBILITIES

ICT Strategy

2.1 Work with the Head of Finance and Senior Management to plan and implement future focussed technologies that continually evolve to reflect best practice

2.2 Create, and communicate with all stakeholder levels, an attainable ICT vision, supported by a roadmap and executable ICT strategy

2.3 Advise and consult with the Principal and Senior Management on the strategic direction of ICT and its streamlined integration across the School

2.4 Work regularly with the Deputy Principal Academic and Heads of School, Department and Stage to understand ICT requirements as these relate to excellent curriculum delivery

2.5 Lead and work with the ICT team in identifying and formulating strategies to service emerging ICT needs

2.6 Cultivate effective networking relationships within the ICT education community, and consider new and emerging technologies within the wider ICT infrastructure environment

2.7 Maintain currency with, and be informed by, emerging research and trends for ICT, particularly within the School sector

2.8 Develop and oversee the implementation of relevant IGS policies and procedures

2.9 Ensure thorough ICT legislative and policy compliance, and appropriate record keeping, within the ICT Team and across the School

2.10 Lead the ICT Team to develop a suite of Standard ICT Operating Procedures within the School, at system and operational levels

2.11 Educate staff, teachers and students on ICT policies, processes and practices as required

INTERNATIONAL GRAMMAR SCHOOL

DIRECTOR OF ICT

2.12 Be involved in the life of the School and provide support for a range of School events and activities which may fall outside your usual hours of engagement

2.13 Actively manage the development and value proposition of Engage, the School's School Management System (SMS) and actively support the development of Canvas, the Schools Learning Management System (LMS)

2.14 Complete ongoing evaluation of the School's various information systems and databases, in terms of need, design optimisation and integration with existing infrastructure

Project and Service Management

2.15 Identify, evaluate and prioritise ICT needs in conjunction with the School's Senior Managers and stakeholders

2.16 Allocate time to project manage and effectively embed and service approved, new technologies

2.17 Strive to deliver cutting edge service to internal stakeholders, and create exemplary ICT service delivery

2.18 Evaluate costings of new/updated technologies and work with the Head of Finance to ensure that these are financially viable and deliver required value

2.19 Strictly adhere to the School's Delegation of Authority in terms of financial approval and procurement limits

2.20 Coordinate the tender process for capital projects, prepare the tender and recommend the successful tenders to the Head of Finance

2.21 Manage ongoing assessment of the adequacy of business information systems and potential improvements, with the Head of Finance

2.22 Embrace our WHS obligations, proactively promote a culture of safety and the exercise of duty of care to all our staff and students

2.23 Ensure best practice in relation to ergonomics and the health and safety of the ICT Team, and all users of ICT equipment and applications

Security & Business Continuity

2.24 Systematically revise back up procedures as required in conjunction with the ICT team, to ensure the security of all data for the School

2.25 Develop plans annually relating to network infrastructure and link these plans into the budgeting process

2.26 Be a critical contributor to Masterplan infrastructure project scope, and to the evaluation of network infrastructure requirements

2.27 Liaise with cyber and other network security organisations to optimise security of our ICT services

2.28 Maintain a proactive strategy for risk identification, mitigation and management in relation to the School's ICT systems, preparing formal risk assessments as appropriate for the implementation or update of projects and services

2.29 Be fully conversant with the School's policy and obligations for Child Safety and the management of these as they pertain so critically to the School's ICT operations and systems

2.30 Develop systems and procedures to appropriately protect and promote privacy and confidentiality in all areas of the School's ICT systems and data management

INTERNATIONAL GRAMMAR SCHOOL

DIRECTOR OF ICT

2.31 Follow up on security incidents as they arise and manage immediate corrective action, being "on call" as necessary in cases of emergency

2.32 Notify the Principal urgently of data breaches and prepare reports as appropriate

2.33 Work cooperatively with the School Facilities team or other staff, in relation to School Security issues

2.34 Within the Standard ICT Operating Procedures, develop clear instructions to educate each area of the school regarding ICT security requirements and best practice

2.35 Oversee, in conjunction with the Head of ICT Infrastructure, whole school network infrastructure requirements, working to implement these requirements with the ICT team

ICT Budget

2.36 Formulate ICT budgets in light of anticipated new and improved technologies

2.37 Draft ICT Budget annually and submit to the Head of Finance for review and approval

2.38 Manage ICT function activities within budget parameters and monitor expenditure regularly and on an ongoing basis; provide reports as required

ICT Staff Management

2.39 Monitor and manage the School's ICT Function and the Team's workflow and priorities; delegate work to ICT team leaders, including Head of ICT Infrastructure and Head of ICT Service Delivery

2.40 Provide direction to resolve issues, and ensure a cohesive culture of collaboration and teamwork amongst all members of the ICT team

2.41 Manage, coach and mentor ICT staff including part time staff, to build a cohesive, effective and high-functioning team

2.42 Oversee and facilitate ICT team goal setting for each staff member, and manage professional development needs as required

2.43 Conduct staff appraisal for ICT Team, within probationary periods and at least annually

2.44 Conduct performance management of ICT staff as required

2.45 Monitor the effectiveness of ICT practices regularly and redesign /enhance practices and processes as required

2.46 Oversee planning for the management of web sites, email and desktop applications

2.47 Identify any instances of accessing of inappropriate information or inappropriate use of ICT, advise the Principal urgently and advise on appropriate remedial action

2.48 Drive an outcomes based, value added approach in the ICT team.

3. **QUALIFICATIONS AND EXPERIENCE**

The Director of ICT will have:

3.1 relevant tertiary and professional qualifications and have extensive experience in overall ICT management practices

3.2 relevant education or industry experience as an ICT leader or Senior Manager in a similarly sized organisation, with School experience in a similar environment highly regarded

3.3 effective project management experience in the planning, development, implementation and evaluation of technology related projects

3.4 a proven capacity to contribute strategically to the wider development of an organisation while retaining a strong grasp of operational detail

INTERNATIONAL GRAMMAR SCHOOL

3.5 a fully applied understanding of risk management, user practices and approaches, and experience applying these within IT service delivery and infrastructure management.

3.6 a current Working with Children Check and the ongoing right to work in Australia

4. PERSONAL ATTRIBUTES

To succeed in this portfolio you will have:

4.1 inspiring direction and purpose which engages others in meeting shared goals and vision

4.2 an outstanding level of strategic and organisational skills, and the necessary work ethic, interpersonal skills and attention to detail to bring vision to fruition

4.3 highly developed problem solving and communication skills, both verbal and written

4.4 drive and capacity to proactively establish positive, productive relationships with colleagues and build a high functioning team

4.5 capacity to collaborate effectively with all stakeholders to achieve joint goals and objectives

4.6 the flexibility and sound judgement to deal with unexpected situations and remain calm under pressure

4.7 clearly evident qualities such as resilience, patience, respect, integrity and the courage to identify and address areas of malpractice, or areas for improvement

4.8 drive to embrace and deliver results required by the School

4.9 commitment to life-long learning, actively seeking to enhance professional knowledge and practice and maintain currency with new developments, research and trends

4.10 capacity to embrace the School's ethos and values and uphold the code of conduct.

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