

DIRECTOR OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

COMMENCEMENT DATE	July 2021
STATUS	Full time (3 year contract position)
EMPLOYMENT FRACTION	1.0 FTE
POSITION REPORTING TO	Head of Senior School
DIRECT REPORTS	5 direct reports

Wilderness School is a non-denominational girls school educating students from Early Learning Centre through to Year 12. Since 1884, Wilderness School has prepared girls to be adventurous, courageous, responsible and respectful learners and leaders. The legacy of our Founders, the Misses Brown, continues today and is a rich and integral part of our School culture.

Staff members at Wilderness School are required to uphold the Values and the reputation of the School and community. Staff members are expected to show a commitment to:

- Conducting their relationships with respect and kindness;
- Demonstrating high behavioural, moral, ethical and professional work standards;
- Working together to successfully manage change.

Job Purpose:

The Director of Information and Communication Technology (ICT) is a key leadership position within Wilderness School, responsible for the delivery of ICT services through the implementation of agreed business solutions, infrastructure/systems integration, program/project management, internal ICT customer service and strategy delivery, enhancing educational and business outcomes.

Reporting to the Head of Senior School, the Director of Information and Communication Technology (ICT) will work collaboratively with senior management in providing high level strategic ICT advice in order to transform and enhance the School's operating models ensuring Wilderness School remains at the forefront of ICT development for educational institutions.

The Director of Information and Communication Technology (ICT) will develop, implement and maintain an appropriate ICT strategic plan that ensures the functionality and integration of technology assets across the curriculum, administrative services and where required internal and external stakeholders.

The Director of Information and Communication Technology (ICT) will be an exemplary communicator with the ability to relate effectively to students, staff and parents. They will be visionary and have the capacity to think analytically, to contribute meaningfully to strategic planning and have demonstrated consistent and innovative practices.

Key Areas of Responsibility:

Strategy and Planning - *Develop, implement and revise as necessary a structured ICT strategic plan that keeps Wilderness at the forefront of educational technology whilst being stable, supportable and secure.*

- Develop, implement and revise annually, or as necessary, a structured ICT strategic plan
- Develop strategic options to address present and future academic, administrative and other needs by actively working with stakeholders on the development of business, technical and functionality requirements of new application such that selection, procurement and deployment activities have the highest chance of success
- Continuous development and implementation ICT policy recommendations in consultation with E-Learning and Data Management committees
- Establish and modify structures and processes to effectively deliver desired ICT outcomes

Staff Management - *Actively develop, manage and performance evaluate ICT staff to ensure ongoing service quality meets expectations and there is confidence in the ICT systems.*

- Manage the functional activities of ICT staff to ensure business and educational objectives and targets are met.
- Promote and encourage best practice in ICT among all staff
- Organise appropriate staff meetings for planning, communication and organisational purposes
- Involvement in selection and recruitment of ICT staff
- Conduct regular performance reviews of ICT staff
- Oversee the professional development and training of ICT staff
- Liaise with the Head of Senior School about ICT staff needs and training

Service Activities:

Customer Service: *Delivery of service in line with Wilderness Values while Identifying and driving changes for continuous improvement of service quality.*

- Develop and maintain the highest standards of service for all ICT users at Wilderness
- Identify and drive changes to improve the quality of service
- Direct and coordinate the ICT team to maintain outstanding service to all Wilderness stakeholders in line with Wilderness Values
- Manage ICT functions to ensure user confidence in information systems

Application Support: *Defining, selecting, deployment and maintenance of applications.*

- Provide ongoing technical advice and guidance to maximise outcomes from applications utilised at Wilderness
- Engage with relevant internal application owners to enable planning and testing of upgrades for ongoing security, functionality and support of applications
- Engage with application vendors on new product releases, functionality requests and support tasks
- Drive the development and integration of application solutions to optimise administration and education processes at Wilderness

Data Management: *Ensuring accuracy, confidentiality, integrity and availability of data.*

- Identification and development of real-time reporting dashboards
- Develop appropriate database administration and data entry protocols to maintain accurate data sources
- Ensure systems are in place to maintain integrity, accuracy and currency of information managed through Wilderness's databases

Technical Services: *Oversee technical architecture and infrastructure to ensure it is security, maintainability, functionality, supportability and availability*

- Oversee the architecture of infrastructure and data management at Wilderness
- Ensure all systems are under support and regularly updated for security, maintainability, functionality, supportability and availability
- Plan and direct all ICT infrastructure expansion, upgrades and maintenance
- Ensure that crisis and disaster recovery strategies are developed and maintained
- Maintain and communicate area risk and security of all information systems to the senior leadership team

Online Services: *Maintenance, management and reporting of online services in line with changing business needs*

- Direct and manage staff responsible for online services within Wilderness
- Ensure appropriate levels of internet protection for staff and students including content filtering, mail filtering and other relevant technology
- Monitor and report on information services to ensure access levels are appropriate
- Administer the provision of remote access to key information services for all staff and other stakeholders.

Educational Programs: *Actively working with various parties, including the E-learning and Data Management Teams, to define, plan and delivery educational programs related to efficient and effective use of applications*

- Actively work with the E-learning and Data Management Teams in relation to needs from or development of ICT to support educational outcomes
- Assist in the planning, and where necessary, the delivery of staff training
- Develop programs, information portals, processes and practices that promote self-sufficiency for ICT within Wilderness

Service Delivery: *Align ICT service delivery to industry based standards*

- Align ICT delivery to a formalised delivery approach like Information Technology Infrastructure Library (ITIL) including:
 - Change Management: appropriately planned, communicated and executed to ensure minimal disruption to business services
 - Incident Management
 - Release Management
 - Configuration Management
 - Availability Management

Administration Activities

Budget: *Actively work with the Business Manager to set and manage annual Capital and Operational budgets*

- Plan and submit for approval budgets that enable cost effective and timely delivery of service
- Manage the ICT budget
- In conjunction with the Business Manager develop business case justifications and cost/benefit analysis for ICT spending and initiatives

Reporting and Communication: *Deliver reporting in line with the expectations of the Senior Leadership Team, E-learning and Data Management Teams*

- Monthly reporting on delivery against agreed service criteria
- Continual development and delivery of a suitable reporting and proposal frameworks as required by the E-Learning and Data Management committees that delivers information from which to make informed decisions
- Keep Wilderness Senior Leadership Team fully informed about ICT-related matters of importance
- Proactively communicate with staff, students and the wider Wilderness community about relevant ICT matters
- Establish and maintain regular communications with Wilderness staff regarding pertinent ICT activities

Documentation: *Develop and maintain accurate documentation, artefacts, to ensure supportable and knowledge management related to ICT services*

- Coordinate creation, maintenance and storage of documentation of all information systems and ICT policies and procedures

Vendor and partner management: *Actively engage with external parties for delivery of outcomes, technology changes and maintain currency of the ICT environment and industry best practices of technology alignment to educational outcomes*

- Develop relationships with suppliers that can assist Wilderness stay at the forefront of technology in education
- Negotiate with suppliers for the purchase of hardware, software and other goods and services
- Purchase and/or leasing hardware and equipment within approved budgetary allocation
- Oversee the work and activities of contractors working in Wilderness on ICT matters

Project Management: *Actively manage programs and ICT projects to ensure delivery to defined and agreed outcomes*

- Provide project management and support to deliver ICT projects
- Be accountable for delivery and end-to-end management of assigned projects, and managing stakeholders' performance expectations
- Negotiate with external providers in relation to project timelines, deliverables and outcomes.

General

- Remain up to date with developments in educational ICT to ensure Wilderness maintains technology relevance and currency and remains at the forefront of ICT developments
- Be active outside Wilderness with vendors, partners and other schools to identify trends or technology that would add value to ICT initiatives at Wilderness.
- Engage proactively with all interested stakeholders of ICT services including the E-Learning and Data Management committees and other ad hoc ICT-related project groups
- Adhere to all policies and procedures of Wilderness including procurement, WHS and Risk Management
- In consultation with the Principal, develop and implement a business plan with annual key performance indicators (KPI'S) achieved for Wilderness School.

Qualifications, Skills and Experience:

- Recognised qualifications in either Computer Science, Information Technology, IT Project Management or IT related field.
- 5+ years' experience in a senior IT role within an organisation of similar size and complexity.
- Proven skills or industry-based certifications relevant to the Wilderness ICT environment.
- Experience developing and delivering ICT strategies aligned to business goals, vision, mission and values
- Ability to apply both a commercial and educational perspective when considering technology selection and deployment
- Proven track record in setting strategic direction, delivering to the strategy and developing policy and process that support efficient and effective ongoing delivery and management.
- Experience in leading and developing ICT teams focusing on client satisfaction, service delivery and alignment to industry standards
- Ability to explain complex technology solution in a non-technical business manner in terms of outcomes, benefits, risks, issues and approaches to be considered
- Demonstrated understanding and experience in the governance of ICT including knowledge of relevant standards and industry practices, including cybersecurity and risk
- Strong project management/delivery skills with proven capacity to conceptualize, implement and manage complex projects
- Ability to manage and update documentation to ensure appropriate knowledge management of the ICT environment Ability to elicit, document and effectively interpret business, functional and technical criteria to enable selection and deployment of appropriate technology aligned to Wilderness needs
- Experience in managing outcomes with Apple and Microsoft-based networks, communications and office tools in complex organisations
- Operational knowledge of complex networks incorporating storage, servers, communications and desktop environment
- Strong experience in the management of multiple desktop Standard Operating Environments
- Strong understanding of network threat mitigation, including anti-virus, anti-spam and internet filtering.

Personal Qualities:

- Proven capacity to operate in a collaborative, professional, confident and discreet manner
- Adaptable, flexible and capable of implementing key organisational change
- Well-developed presentation skills and capable of presenting information to senior internal and external stakeholders
- High level facilitation, negotiation and communication skills
- Highly developed communication skills that enable building trust with and confidence of the senior leadership team and staff
- Proven ability to make sound and confident decisions and develop solutions within agreed timelines.
- Excellent interpersonal skills with the ability to relate effectively to students, staff and parents
- Ability to effectively manage staff resulting in the best utilisation of resources

Other:

Some additional out of hours work will be required in this Leadership position.

The successful applicant will be required to undergo a Working With Children Check and adhere to the School's Child Protection Policy.

ACKNOWLEDGEMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____