



Title	ICT Operations Manager	Career Group	ICT
Classification Level	Based on Experience	Immediate Responsible Officer	Director of e-Learning
Sub-school / Location	Salisbury East, Strathalbyn and Murray Bridge	Executive Leader	Director of Corporate Services

PURPOSE OF THE POSITION

The ICT Operations Manager is accountable to the Director of eLearning for the development, maintenance and safe, effective use of the Schools' ICT resource across the three Tyndale Schools.

This senior technical position in the ICT Team has a leading role in the design, transition and operation of ICT services.

ADDITIONAL REPORTING RELATIONSHIPS

The ICT Operations Manager may, from time to time, be given instructions from, and asked to report to, the Principal or other relevant committees.

SUMMARY OF WORK REQUIREMENTS

1. Within the strategy defined by the Director of eLearning, design, establish and maintain ICT infrastructure to support the needs of the School's curriculum and administration by:
 - a. Ensuring ICT Infrastructure is available and has sufficient capacity to meet the school requirements;
 - b. Ensuring ICT assets required to deliver services are properly controlled and accurate and reliable information about these systems is available when needed;
 - c. Taking a leading role in all service design;
 - d. Taking a leading role in service transition including managing required resources and providing evidence as required that the new service meets agreed to business objectives;
 - e. Designing, commissioning, decommissioning and maintaining hardware, software, network infrastructure and user access to support the agreed current and future needs of the School;
 - f. Working with the Director of eLearning to ensure the business requirements are met by the ICT services;
 - g. Advising on risks associated with change and lead and manage the ICT transition process;
 - h. Provide a consistent and standardized means to evaluate the impact, performance and effectiveness of ICT change;
 - i. Planning, scheduling and testing deployment of new releases while protecting the integrity of existing services;
 - j. Sharing perspective, ideas, experience and information to enable informed decisions and reduce time to rediscover knowledge;
 - k. Taking a leading role in the design and provision and of access to ICT services across multiple systems;
 - l. Providing high level technical support to the ICT team;
 - m. Monitoring ICT Services and report on opportunities for improvement;



- n. Working with the Director of eLearning in developing and reporting against baseline measurable standards for ICT operations;
 - o. Maintaining and managing public DNS;
 - p. Maintaining and developing maintenance practices and records;
 - q. Carrying out basic safety tests, including periodic equipment testing;
 - r. Support the Director of eLearning in managing crisis situations, which may involve complex technical hardware or software problems, drawing upon internal and external support to achieve timely and robust solutions;
 - s. Overseeing the day to day operations of the ICT infrastructure environment including but not limited to Microsoft Active Directory environment and associated technologies, server hardware, storage hardware, networking hardware and telecommunications hardware;
 - t. Reviewing procedures for managing and recording installation and configuration changes; and
 - u. Contributing to the process of innovation and change, and implement structured approaches to the rollout of new hardware, software and other changes, according to School policy.
2. Provide support to ICT users to an agreed standard by:
- a. Minimizing the adverse impact of incidents and problems on the school that are caused by underlying errors within the ICT environment and to proactively prevent their recurrence;
 - b. Being a point of escalation for ICT incidents and problems and proactively transfer knowledge as required;
 - c. Providing a timely, ICT support service to staff and students utilizing the computing facilities or requiring access to information (databases, file services etc.) of the School;
 - d. Gathering and reviewing information from a diverse sources to establish, recommend and implement effective solutions to support users;
 - e. Setting and managing user expectations in relation to agreed support service standards;
 - f. Assist in developing relevant ICT procedures and ensure that all ICT users follow appropriate practice;
 - g. Communicating effectively with internal clients to identify needs and evaluate alternative business solutions;
 - h. Contributing to the ICT professional development of users through both formal and informal training programs; and
 - i. Continually seeking opportunities to increase internal customer satisfaction and deepen customer relationships.
3. Contribute to the security of the Schools' infrastructure and information by:
- a. Ensuring the confidentiality, integrity and availability of an organization's information, data and IT services;
 - b. Managing and advising on risks that could impact the efficient and continuous operations of ICT services;
 - c. Monitoring all elements of the Schools' ICT resource for risk, threat or failure and developing preventative measures and responses to these;
 - d. Maintaining and developing network security systems and processes (including but not limited to firewalls, anti-virus and filtering systems) in line with School policies;
 - e. Maintaining and developing a system of information backup and storage according to School policy;



- f. Performing upgrades and security backups of hardware and software systems;
 - g. Maintaining security systems and practices to secure and monitor School IT infrastructure and information;
 - h. Maintaining practices that minimize the risk of internal and external attack to School information and facilities; and
 - i. Developing and maintaining disaster recovery readiness and contingency plans.
4. Contribute to the planning and management of ICT in the School by:
- a. Contributing to and supporting committees or working parties as required;
 - b. Providing services, advice and support to teaching staff, in accordance with the direction of the line manager to proactively develop, enable and maintain ICT initiatives in support of educational and academic objectives;
 - c. Communicating and advising on relevant ICT information;
 - d. Assisting with the identification, gathering and reporting of information for use in trend analysis and performance indicators;
 - e. Providing support and advice to the Director of eLearning, Director of Corporate Services or Head of Schools when required;
 - f. Assisting in the assessment of needs, defining standards of service and recommending internal and external support arrangements and contracts required to deliver effective services;
 - g. Contributing to the development and operation of policies, procedures and practices;
 - h. Planning and proposing additions, deletions and major modifications to the ICT infrastructure;
 - i. Researching emerging technologies;
 - j. Liaising with other schools and user groups; and
 - k. Assisting with maintenance of records of assets and software licenses, including annual audit of facilities and insurance valuations.
5. Accountable for the effective operation of the ICT Unit by:
- a. Inspiring team members to attain goals and pursue excellence, consistently acknowledging and appreciating each team member's contributions, and utilizing each team member to his/her fullest potential;
 - b. Promoting team harmony and effectiveness by maintaining a culture of team work, cooperation, communication, knowledge transfer and ongoing learning;
 - c. Promoting a team culture amongst the ICT team by assisting and be willing to be assisted by, other workers in the team during periods of leave, absence or high workload so that overall objectives across the team can be met; and
 - d. Undertaking any other tasks or responsibilities consistent with the role or the grade classification, as directed by the Director of eLearning or the Director of Corporate Services.
6. Contribute to a safe and healthy workplace by:
- a. Following work health and safety (WHS) instructions and policies;
 - b. Reporting accidents and hazards;
 - c. generally caring for their own safety and that of others, including volunteers, students and parents, that may possibly be affected by actions or inaction; and
 - d. Actively participating in rehabilitation and return-to-work programs.

7. Attend professional development and training required by the School, and actively seek opportunities to increase knowledge, experience and skills held.
8. Where appropriate opportunities present, becoming involved in the life of the School, including attendance at staff meetings, and involvement in School events.

ESSENTIAL CRITERIA

Attributes that must be held in order to perform the job to a satisfactory standard.

Qualifications, education and professional memberships

1. Tertiary qualifications or equivalent relevant experience in the field.
2. Drivers license

Abilities, aptitudes and skills

1. Excellent verbal communication skills
2. Excellent technical documentation skills
3. Excellent problem solving skills
4. Excellent general technical skills
5. Strong commitment to undertake self-directed learning, independent of formal structured coursework, to ensure remains current with knowledge required for the role.
6. Ability to negotiate desired outcomes
7. Time and work management skills that ensure team workload is managed and deadlines met according to agreed priorities
8. Desire to provide responsive customer service
9. To research and understand new ICT technologies and apply these to actual school situations
10. Ability to develop well-structured practices and a willingness to support these and promote the support of these amongst others
11. Ability to provide technical leadership and assist in the technical development of other members of the LATS team.

Experience

1. Experience gained over more than 5 years in one or more ICT related activities, including wide or local area network administration, wireless or non-wireless environments, desktop hardware or software support, database administration
2. Experience with a broad ICT and related equipment
3. Experience in the commissioning and maintenance of hardware and software, including switches, routers, servers, cabling etc.
4. Managing and Designing complex multi forest Microsoft Active Directory Environments
5. Managing and configuring networks at L2 and L3 including wireless controllers
6. Managing and configuring Firewalls and DMZ environments
7. Managing multiple host Virtual Environments with shared SAN storage
8. Managing the implementation of complex ICT projects either leading a team or a critical part of a team

Knowledge

1. Detailed knowledge of Microsoft Active Directory Environment and associated technologies including ADUC, DNS, DHCP, File, Print, Domains and Trusts, GP, NPS, Certificate management



2. Proficient in PowerShell
3. Shared Storage management
4. Backup management including Disk-to-Disk-to-Tape
5. Detailed knowledge of Vsphere install, configure and manage
6. Network management including configuring and maintain wireless controllers and L3 core switches
7. Good knowledge of SQL install and maintenance
8. Detailed knowledge of Exchange install and maintenance
9. Good knowledge of security best practice
10. Excellent knowledge of Desktop management and imaging
11. Knowledge of hardware, software and policies to ensure the security and access control of information, hardware and software and the ability to apply this knowledge to provide effective solutions

DESIRABLE CRITERIA

Attributes which are not essential to job performance, but which enhance or extend performance.

Qualifications, education and professional memberships

1. Hold a tertiary qualification in ICT
2. Technical qualifications (any of the following)
 - a. MCSE- Desktop, Server, Messaging
 - b. MCSA- Server or Desktop
 - c. CCNA Routing and Switching
 - d. CompTIA- A+, Network+, Project+, Server+
 - e. Project management- Prince2, Agile
 - f. ITIL

Abilities, aptitudes and skills

1. Ability to motivate and manage the performance of individuals and teams, with a desire to foster excellence

Experience

1. Operating and working within help desk practices
2. Development and provision of a range of ICT training practices
3. Working in a similar role in a large school
4. O365 management (Exchange, OneDrive, Skype, SharePoint)
5. Working with split environments across a WAN
6. Managing Procurve/Aruba wireless
7. Managing Veeam backup
8. Managing NetApp SAN
9. Managing and configuring Solarwinds
10. Designing and managing VoIP systems

Knowledge

AGREEMENT

The requirements of this job description are intended to describe the general nature and responsibility of work in this job. These statements are not to be construed as an exhaustive list of all duties, tasks and skills required of the job. This job description should be read in conjunction with the employee's current Employment Agreement and the Enterprise Agreement. Employees will also be required to follow any other job-related instructions and school policies, and to perform other job-related duties requested by their Immediate Responsible Manager and their Executive Leader to support the School's compliance with its legislative obligations. The Immediate Responsible Officer may, through consultation with the employee, vary the responsibilities of the position temporarily as required, but within the skills and responsibility levels appropriate to the position.

By signing this job description, I agree that it accurately reflects my role.

EMPLOYEE:	<i>Date</i>
NAME:	
IMMEDIATE RESPONSIBLE OFFICER:	<i>Date</i>
NAME:	
EXECUTIVE LEADER:	<i>Date</i>
NAME:	